

USER GUIDE

Alarm

You can monitor status of each operating service, as well as manage the status quo of alarms against service failures and their history.

Dealing Service Alarm

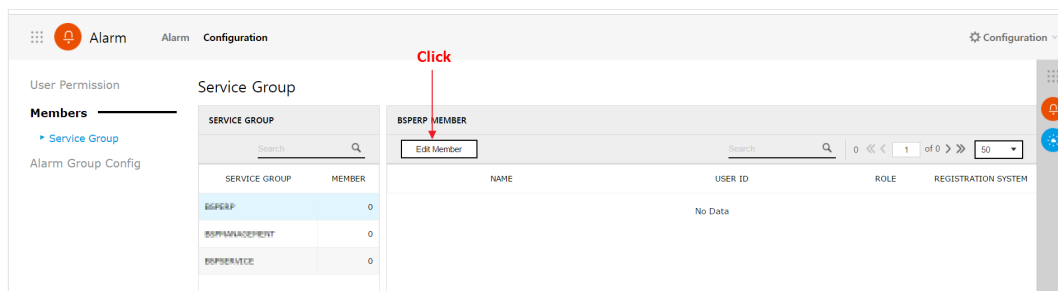
Following is how to deal with a failure, which occurs during service operation, through Alarm App.

1. Designating the Assignee for each Service

Designate a member who receives an alarm (Receiver) when a failure occurs in a registered service group, and a person in charge (Assignee).

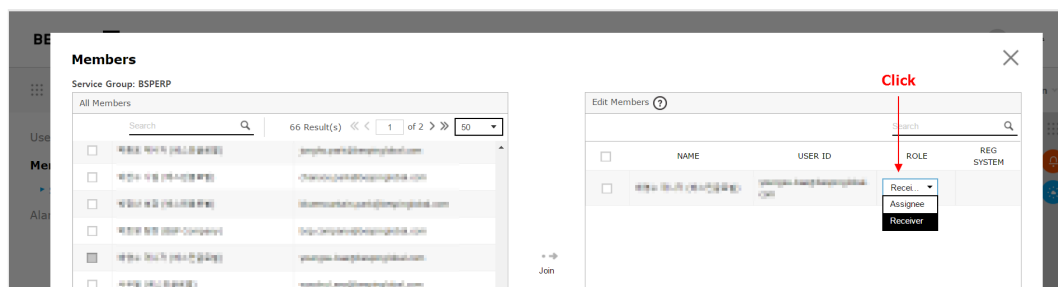
Alarm - Configuration - **Members**

1) After selecting a service group in which a member is to be edited, click the [Edit Member] button.

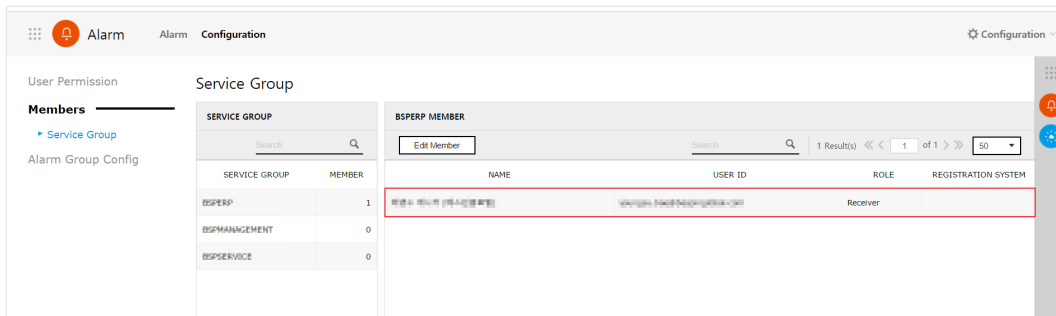


2) A list on the left shows all members, and that on the right shows a member who receives an alarm of the current service group.

From the left, select a member who will receive an alarm of the applicable service group and add it to the right.



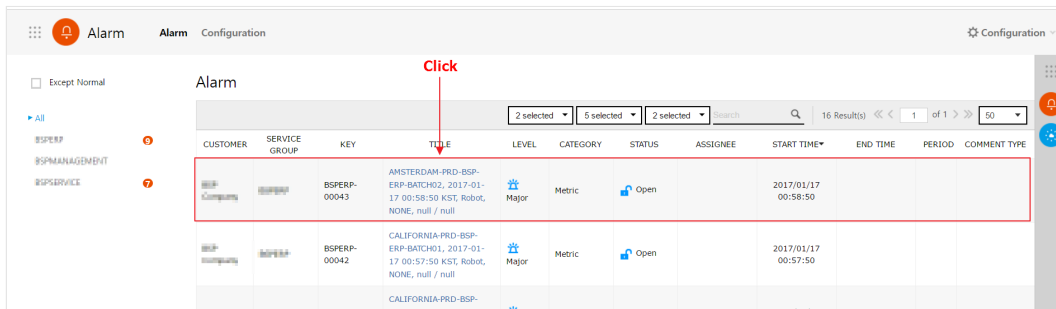
3) Set permission of the member added on the right list.



Either status only is allowed to be given to a member. Such permission may be set differently for each service group.

- Receiver: The person may only receive a notification for occurrence or modification of an alarm via e-mail.
- Assignee: The person may not only receive a notification for occurrence or modification of an alarm via e-mail, but also record how the failure notified by an alarm is handled.

4) Press the [OK] button to save the changes. Check the member list for each service group to assure that a member who will receive an alarm has rightly been added.



Designating Receivers and Assignees in the selected service group is completed.

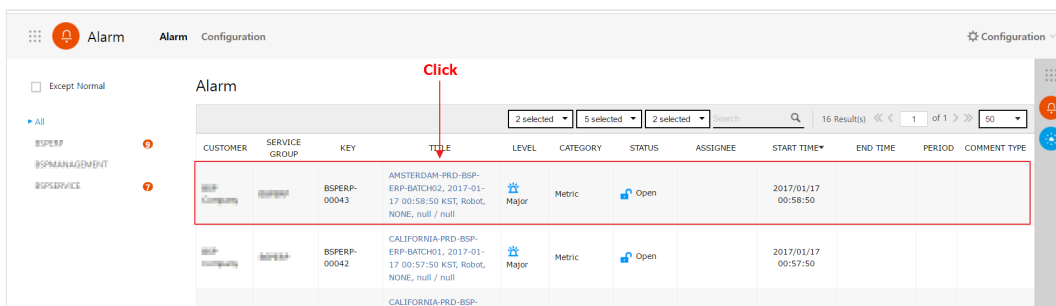
Through the same procedure, Receivers and Assignees may be designated in other service groups.

2. Checking on Details of an Alarm

The Receiver or Assignee who has received an alarm may check on its details.

Alarm

1) From the alarm list, select an alarm whose details are subject to be checked.



On the alarm list, you can check summary about alarms which have occurred.

2) Checks on details of an alarm.

1 [BSPERP-00043] AMSTERDAM-PRD-BSP-ERP-BATCH02, 2017-01-17 00:58:50 KST, Robot, NONE, null / null List

2 Show Chart

3 Save

4 Activity History

KEY	PROJECT	ISSUE NAME	UPDATED	PRIORITY	STATUS	CREATOR	ASSIGNEE
No Data							

ACTOR	ACTION	DATE
system.md ()	Created Alarm	2017/01/17 00:58:54

- ① Details: You can check detailed information about an alarm which has occurred.
- ② Related Issue: Shows information related to the issue which has occurred.
- ③ Comments: You can write a comment or check comments of other members.
- ④ History: Shows history of alarms which have occurred.

3) Press the [Show Chart] button to check on Metric information of the time when an alarm has occurred.

Click

Show Chart

KEY	PROJECT	ISSUE NAME	UPDATED	PRIORITY	STATUS	CREATOR	ASSIGNEE
No Data							

4) Metric information of the time is then indicated in a new window.

Click

Alarm

2 selected | 5 selected | 2 selected | Search

CUSTOMER	SERVICE GROUP	KEY	TIME	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME*	END TIME	PERIOD	COMMENT	TYPE
BSP Company	BSP	BSPERP-00043	AMSTERDAM-PRD-BSP-ERP-BATCH02, 2017-01-17 00:58:50 KST, Robot, NONE, null / null	Major	Metric	Open	system.md ()	2017/01/17 00:58:50				
BSP Company	BSP	BSPERP-00042	CALIFORNIA-PRD-BSP-ERP-BATCH01, 2017-01-17 00:57:50 KST, Robot, NONE, null / null	Major	Metric	Open	system.md ()	2017/01/17 00:57:50				
BSP Company	BSP	BSPERP-00041	CALIFORNIA-PRD-BSP-ERP-BATCH00, 2017-01-17 00:56:50 KST, Robot, NONE, null / null	Major	Metric	Open	system.md ()	2017/01/17 00:56:50				

3. Processing Alarm

Alarm

When the Assignee who has noticed an alarm initiates to process alarm, it marks the Assignee who is in charge and also indicates that the alarm is being processed.

3.1 Searching by Conditions

1) Select a condition to search. Click the [Status] button, then a drop-down menu appears to show available conditions for search.

The screenshot shows the 'Alarm' interface. On the left, there's a sidebar with a search filter 'Except Normal' and a list of alarm categories. The main area displays details for an alarm with ID '[BESPINAM-00008]'. The title is 'SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5'. Below the title, there are tabs for 'Escalation' and 'Modify', and an 'Action' button. The details are organized into a table-like structure with the following fields:

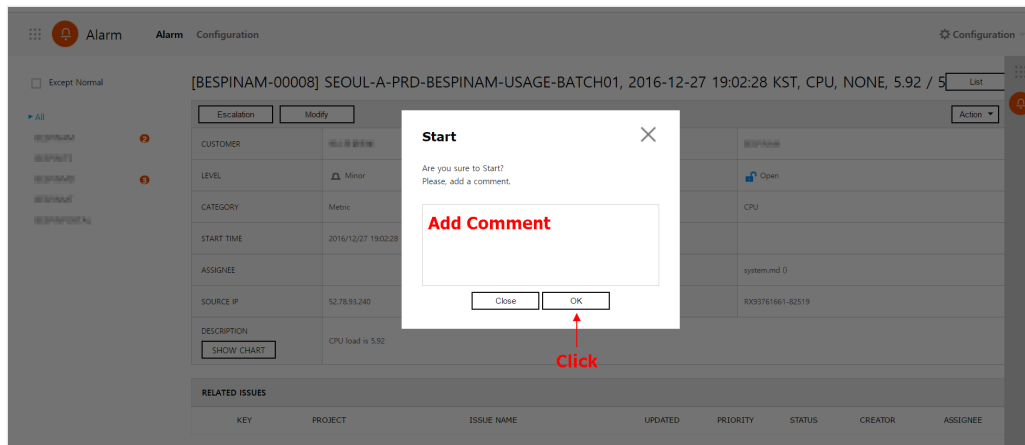
CUSTOMER	한국전력공사	SERVICE GROUP	전력망
LEVEL	Minor	STATUS	Open
CATEGORY	Metric	TYPE	CPU
START TIME	2016/12/27 19:02:28	END TIME	
ASSIGNEE		CREATOR	system.msd 0
SOURCE IP	52.78.93.240	NIM ID	RX93761661-82519
DESCRIPTION	CPU load is 5.92		

Below the details, there's a 'SHOW CHART' button and a 'RELATED ISSUES' section with a table header: KEY, PROJECT, ISSUE NAME, UPDATED, PRIORITY, STATUS, CREATOR, ASSIGNEE.

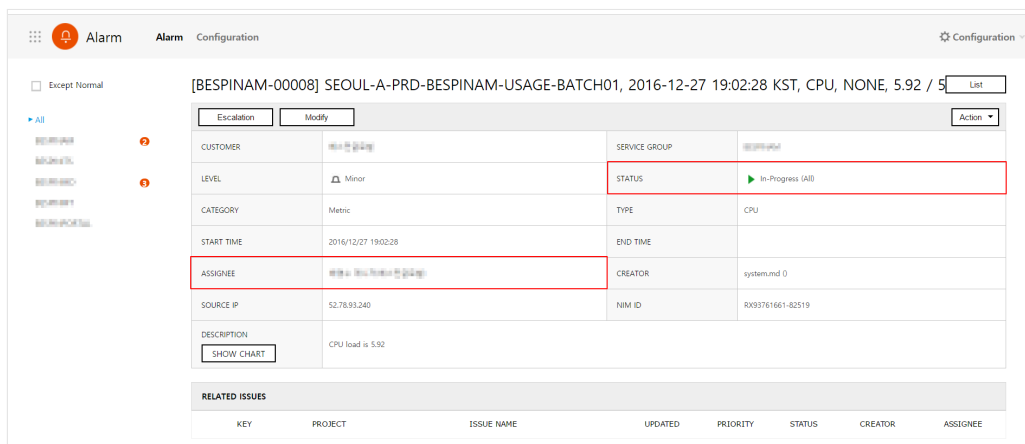
2) Click the [Action] button and a drop-down list comes out. Then, click the [Start] button from the list.

This screenshot is similar to the previous one, but it highlights the 'Action' button with a red arrow and the text 'Click'. The 'Action' button has a dropdown menu that is open, showing a 'Start' button. The rest of the interface, including the search filter, alarm details, and related issues section, remains the same.

3) Click the [Action] button and a drop-down list comes out. Then, click the [Start] button from the list.



4) 'Status' of the alarm will be changed to 'In-progress', and 'name' of the person in charge is shown at the 'Assignee'.



5) Performs the process to resolve an alarm. Register issues required for processing alarm in Project App. Regarding how to register issues related to alarm, please refer to 4. Managing Alarm History and Related Issues below.

3.2 Changing Level of Alarm

Alarm

If situation of an alarm is severe, you can upgrade a level of alarm. On the contrary, you can downgrade the alarm.

1) Move to alarm details pane by clicking the alarm you want to check in the alarm list.

Alarm Configuration

[BESPINAM-00008] SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5

Escalation Modify Action

CUSTOMER	서울-아-프로덕트	SERVICE GROUP	시스템관리
LEVEL	Minor	STATUS	Open
CATEGORY	Metric	TYPE	CPU
START TIME	2016/12/27 19:02:28	END TIME	
ASSIGNEE		CREATOR	system.msd 0
SOURCE IP	52.78.93.240	NIM ID	RX93761661-82519
DESCRIPTION	CPU load is 5.92		

SHOW CHART

RELATED ISSUES

KEY	PROJECT	ISSUE NAME	UPDATED	PRIORITY	STATUS	CREATOR	ASSIGNEE
-----	---------	------------	---------	----------	--------	---------	----------

2) Change 'Level' and write the reason for change on 'Description'. Then click the [Escalation] button.

Escalation Alarm

Cancel Escalation

CUSTOMER 서울-아-프로덕트 SERVICE GROUP * 시스템관리

LEVEL * ☐ Minor ☒ Major **Change Level**

TITLE * SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5.00

START DATE 2016-12-27 19:02:28

CATEGORY * Metric

TYPE * None

DESCRIPTION

CPU load is 5.92

RELATES BY ISSUES Add

Cancel Escalation

Click

If the current 'Level' is 'Minor', it will be automatically changed to 'Major' upon clicking the [Escalation] button.

3.3 Completing Alarm Process

Alarm

After completing the process of occurred alarm, shows that the alarm has been resolved.

1) On the alarm page, click the [Action] button. After a drop-down list comes out, click the [Close] button.

The screenshot shows the 'Alarm Configuration' page for alarm '[BESPINAM-00008]'. The alarm details are as follows:

Escalation	Modify		
CUSTOMER	한국전력공사	SERVICE GROUP	전력망
LEVEL	Minor	STATUS	In-Progress (All)
CATEGORY	Metric	TYPE	CPU
START TIME	2016/12/27 19:02:28	END TIME	
ASSIGNEE	김민준 (한국전력공사)	CREATOR	system.md 0
SOURCE IP	52.78.93.240	NIM ID	RX93761661-82519
DESCRIPTION	CPU load is 5.92		

Below the details is a 'RELATED ISSUES' table with columns: KEY, PROJECT, ISSUE NAME, UPDATED, PRIORITY, STATUS, CREATOR, ASSIGNEE.

A red arrow points to the 'Action' button in the top right corner, which has a dropdown menu with 'Close' selected.

2) The "Close" pop-up will be shown. Write a comment in accordance with the process completion and click the [OK] button.

The screenshot shows the same 'Alarm Configuration' page, but with a 'Close' pop-up dialog box in the center. The dialog box contains the text: 'Are you sure to Close? Please, add a comment.' Below this text is a text input field with the placeholder 'Add Comment'. At the bottom of the dialog are 'Close' and 'OK' buttons. A red arrow points to the 'OK' button.

3) 'Status' of the Alarm will be changed to 'Closed' and 'End Time' will be shown. Also on the 'Solution', the comments written during the process completion and the time of completion will be shown.

The screenshot shows the 'Alarm Configuration' page after the alarm has been closed. The status is now 'Closed' and the end time is shown. The 'Solution' field contains the text: 'Closed : [Problem solved][2017/02/15 18:13:01]'. The 'END TIME' field is now populated with '2017/02/15 18:13:01'. The 'STATUS' field is now 'Closed'.

Escalation	Modify		
CUSTOMER	한국전력공사	SERVICE GROUP	전력망
LEVEL	Minor	STATUS	Closed
CATEGORY	Metric	TYPE	CPU
START TIME	2016/12/27 19:02:28	END TIME	2017/02/15 18:13:01
ASSIGNEE	김민준 (한국전력공사)	CREATOR	system.md 0
SOURCE IP	52.78.93.240	NIM ID	RX93761661-82519
SOLUTION	Closed : [Problem solved][2017/02/15 18:13:01]		
DESCRIPTION	CPU load is 5.92		

4) You can check that the alarm has been processed in the alarm list.

Alarm

Alarm Configuration

Configuration

Except Normal

All

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Alarm

Level Category 3 selected

20 Results(s) 1 of 1 50

CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT	TYPE
		BESPINAM-00008	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5.00	Minor	Metric	Closed		2017/02/15 17:13:01	2017/02/15 18:13:01	1h	Problem solved.	
		BESPINAM-00006	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-08-31 19:19:06 KST, Host, NONE, null / null	Major	Metric	Closed		2016/08/31 19:19:06	2016/09/29 19:05:17	695h		
		BESPINAM-00002	SEOUL-A-PRD-BESPINAM-ASSET-APT01, 2016-08-16 21:18:01 KST, CPU, NONE, 2.20 / 1	Minor	Metric	Closed		2016/08/16 21:18:00	2016/09/29 19:05:31	1053h		
		BESPINAM-00001	SEOUL-A-PRD-BESPINAM-ASSET-WEB01, 2016-08-16 20:13:12 KST, Memory, NONE, 5 / 3	Minor	Metric	Closed		2016/08/16 20:13:00	2016/09/29 19:05:52	1054h		
		BESPINAM-00013	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 19:57:29 KST, CPU, NONE, null / null	Minor	Metric	Closed		2017/01/10 19:57:29	2017/01/10 20:10:49	0h		

4. Managing History of Alarm Process and Related Issues

You can check the entire process of an alarm, from the beginning to the end. Also, you can register the related issues which have occurred during the process.

4.1 View Process History of Alarm

Alarm

1) On the alarm details pane, go to the "Active History" at its very bottom.

Alarm

Alarm Configuration

Configuration

Except Normal

[BESPINAM-00008] SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5

List

Escalation Modify Action

CUSTOMER		SERVICE GROUP	
LEVEL	Minor	STATUS	Closed
CATEGORY	Metric	TYPE	CPU

2) In the “Active History”, everything recorded during the process is listed on chronological basis, including initiation of an alarm; written comments; edited details; and completion of the process. Under initial configuration, the latest history is shown at the top.

COMMENT
Save

Font Family
Font Sizes
B
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A
A
X
X

ACTIVITY HISTORY

ACTOR	ACTION	DATE
	Closed	2017/02/15 18:13:01
Description Status : In-Progress (All) ► Closed Solution Problem solved.		
	Commented	2017/02/15 17:55:37
Description Write comment		
	In-Progress (All)	2017/02/15 17:15:27
Description Status : Open ► In-Progress (All) I'll do		
system.md ()	Created Alarm	2016/12/27 19:00:56

3) You can adjust Alignment of History by clicking table headers.

ACTIVITY HISTORY

ACTOR	ACTION	DATE
system.md ()	Created Alarm	2016/12/27 19:00:56
	In-Progress (All)	2017/02/15 17:15:27
Description Status : Open ► In-Progress (All) I'll do		
	Commented	2017/02/15 17:55:37
Description Write comment		
	Closed	2017/02/15 18:13:01
Description Status : In-Progress (All) ► Closed Solution Problem solved.		

4.2 Registering Related Issue

Alarm

You can register issues required to resolve alarm on Project App, and link them to alarm details. With this, you can immediately check what process is ongoing for alarm resolution. On the other hand, you can also check what alarm does this issue is resolving.

1) On the alarm details pane, click the [Modify] button.

Alarm

Alarm

Configuration

Click

Configuration

Except Normal

All

BESPINAM-00011

SEOU-A-PRD-BESPINAM-PERFORMANCE-BATCH01, 2017-01-10 19:45:27 KST, Process, NO

List

Escalation

Modify

Action

CUSTOMER		SERVICE GROUP	
LEVEL	Major	STATUS	Open
CATEGORY	Metric	TYPE	Process
START TIME	2017/01/10 19:45:27	END TIME	
ASSIGNEE		CREATOR	system:nd 0
SOURCE IP	52.78.93.106	NIM ID	MC35096910-55429
DESCRIPTION	ASSET-BATCH01-python-app is down		
SHOW CHART			

RELATED ISSUES

KEY	PROJECT	ISSUE NAME	UPDATED	PRIORITY	STATUS	CREATOR	ASSIGNEE
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2) On the "Modify Alarm" pane, click the [Add] button of the 'Relates by issue' item.

Modify Alarm

CUSTOMER	<div>SELECT CUSTOMER</div>	SERVICE GROUP *	<div>BESPINMD</div>
LEVEL *	<div><div>Minor</div><div>Major</div></div>		
TITLE *	SEOUL-A-PRD-BESPINMD-BIGDATA-SLAVE03, 2016-11-08 18:02:16 KST, Process, NONE, 0 / 0		
START DATE	2016-11-08 <div>18</div> : <div>2</div>		
CATEGORY *	<div>Metric</div>		
TYPE *	<div>Process</div>		
DESCRIPTION	<div><div><div>Font Family Font Sizes B U I S A A X¹ X₂</div><div>cloudera-servicemonitor is down</div></div><div>Add</div></div>		
RELATES BY ISSUES			

3) A “Search for Issues” pop-up is shown. This pop-up has the list of issues registered on Project App. Linked issues may be searched with the title of project, status, or name. From the list, select a issue you want to link and then click the [OK] button.

Search for Issues

All Project

In-Progress

Search

37 Result(s)

1 of 2

20

	KEY	PROJECT NAME	ISSUE NAME	PRIORITY	STATUS	CREATOR	ASSIGNEE
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #1	Urgent	In-Progress	Brady	Ian
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #2	Urgent	In-Progress	Tom	Tom
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #3	Urgent	In-Progress	Tom	Tom
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #4	Critical	In-Progress	Tim	Youngsu
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #5	Middle	In-Progress	Nancy	Nani
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #6	Middle	In-Progress	Ian	Roberto
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #7	Middle	In-Progress	Kyle	Ian
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #8	Urgent	In-Progress	John	Brady
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #9	Middle	In-Progress	Youngsu	Nancy
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #10	Middle	In-Progress	Jane	Robert
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Issue #11	Urgent	In-Progress	Jane	Ian

Close

OK

5. Searching Alarm History

You can search the History and its details you want to check by setting conditions and entering keywords.

5.1 View Alarm History per Service Group

Alarm

Alarm Configuration

Configuration

☐ Except Normal

Alarm

All

Minor

Category

3 selected

Search

14 Result(s)

1 of 1

50

	CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SE01A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SE01A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Minor	Metric	Closed		2016/12/27 18:11:45	2016/12/27 18:24:04	0h	
<input type="checkbox"/>	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SEOUL-A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SE01A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	SE01A-PRD-BESPINMT-1016-12-27 18:11:45 KST, CPU	Minor	Metric	Open		2016/08/17 18:11:45			

2) Alarm history in the selected service group is shown on the alarm list.

Alarm

Alarm Configuration

Configuration

Except Normal

All

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

Alarm

Level

Category

3 selected

Search

20 Result(s)

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1

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CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:42:29 KST, CPU, NONE, 16.17 / 15.00	Major	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:12:29 KST, CPU, NONE, 9.59 / 5.00	Major	Metric	Closed		2017/01/10 22:12:29	2017/01/10 22:25:51	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 21:42:29 KST, CPU, NONE, 6.26 / 5.00	Major	Metric	Closed		2017/01/10 21:42:29	2017/01/10 21:45:51	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 21:32:29 KST, CPU, NONE, 5.48 / 5.00	Major	Metric	Closed		2017/01/10 21:32:29	2017/01/10 21:35:51	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 21:02:29 KST, CPU, NONE, 5.48 / 5.00	Major	Metric	Closed		2017/01/10 21:02:29	2017/01/10 21:10:51	0h	

You can check Service Group which alarm has currently occurred in Service Group list.
For the Service Group which alarm has occurred, the number of occurred alarm will be shown next to the Service Group name.

5.2 Searching by Conditions

Alarm

1) Select a condition you want to search. Click the [Level], [Category] or [Status] button, then a drop-down menu appears to show available conditions for search.

Select 'Level'

Alarm

Alarm Configuration

Configuration

Except Normal

All

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

SEOUL-A-PRD-BESPINAM-USAGE-BATCH01

Alarm

Level

Category

3 selected

Search

20 Result(s)

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1

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50

CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:42:29 KST, CPU, NONE, 16.17 / 15.00	Major	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	

Select 'Category'

Alarm

Level

Category

3 selected

Search

20 Result(s)

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1

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50

CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:42:29 KST, CPU, NONE, 16.17 / 15.00	Major	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:12:29 KST, CPU, NONE, 9.59 / 5.00	Major	Metric	Closed		2017/01/10 22:12:29	2017/01/10 22:25:51	0h	

Select 'Status'

Alarm

Level

Category

3 selected

Search

20 Result(s)

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1

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50

CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:42:29 KST, CPU, NONE, 16.17 / 15.00	Major	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	
SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:12:29 KST, CPU, NONE, 9.59 / 5.00	Major	Metric	Closed		2017/01/10 22:12:29	2017/01/10 22:25:51	0h	

2) Click the [OK] button of the drop-down menu.

Alarm

<div>Level Category 3 selected Search 20 Result(s) 1 of 1 50</div>											
CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:42:29 KST, CPU, NONE, 16.17 / 15.00	Major	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	
			SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:12:29 KST, CPU, NONE, 9.59 / 5.00	Major	Metric	Closed		2017/01/10 22:12:29	2017/01/10 22:25:51	0h	

3) You can check the search result with the selected condition on the alarm list.

Alarm

<div>Minor Category 3 selected Search 20 Result(s) 1 of 1 50</div>											
CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 19:57:29 KST, CPU, NONE, 16.17 / 15.00	Minor	Metric	Closed		2017/01/10 22:42:29	2017/01/10 22:45:48	0h	
			SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 22:12:29 KST, CPU, NONE, 9.59 / 5.00	Minor	Metric	Closed		2017/01/10 22:12:29	2017/01/10 22:25:51	0h	

5.3 Searching by Keywords

Alarm

1) Enter a keyword you want to search on the search box and click [Search] button or press [Enter].

Alarm

<div>Minor Category 3 selected Search 4 Result(s) 1 of 1 50</div>											
CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 19:57:29 KST, CPU, NONE, 11.82 / 5.00	Minor	Metric	Closed		2017/01/10 19:57:29	2017/01/10 20:10:49	0h	
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5.00	Minor	Metric	Closed	[icon]	2016/12/27 19:02:00	2017/02/15 18:13:00	1199h	Problem solved.
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-ASSET-API01, 2016-08-16 21:18:01 KST, CPU, NONE, 2.20 / 1	Minor	Metric	Closed	[icon]	2016/08/16 21:18:00	2016/09/29 19:05:31	1053h	
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-ASSET-WEB01, 2016-08-16 20:13:12 KST, Memory, NONE, 5 / 3	Minor	Metric	Closed	[icon]	2016/08/16 20:13:00	2016/09/29 19:05:52	1054h	

2) The results which title is identical to the keyword will be shown on the list. Texts identical to the keyword will be highlighted.

Alarm

<div>Minor 5 selected 3 selected batch Search 4 Result(s) 1 of 1 50</div>											
CUSTOMER	SERVICE GROUP	KEY	TITLE	LEVEL	CATEGORY	STATUS	ASSIGNEE	START TIME	END TIME	PERIOD	COMMENT TYPE
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2017-01-10 19:57:29 KST, CPU, NONE, 11.82 / 5.00	Minor	Metric	Closed		2017/01/10 19:57:29	2017/01/10 20:10:49	0h	
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-USAGE-BATCH01, 2016-12-27 19:02:28 KST, CPU, NONE, 5.92 / 5.00	Minor	Metric	Closed	[icon]	2016/12/27 19:02:00	2017/02/15 18:13:00	1199h	Problem solved.
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-ASSET-API01, 2016-08-16 21:18:01 KST, CPU, NONE, 2.20 / 1	Minor	Metric	Closed	[icon]	2016/08/16 21:18:00	2016/09/29 19:05:31	1053h	
[icon]	[icon]	[icon]	SEOUL-A-PRD-BESPINAM-ASSET-WEB01, 2016-08-16 20:13:12 KST, Memory, NONE, 5 / 3	Minor	Metric	Closed	[icon]	2016/08/16 20:13:00	2016/09/29 19:05:52	1054h	