BSS Environmental Alarm Handling

### Requirement:

Multiple environmental alarms associated with the same BSS, for example GenSet

alarms and Low Voltage alarms should be handled in as a single incident and not

raise individual TTs.

### Policy(s)

BSSEnviromental

This policy runs on new events that are from the Domain BSS and are of the event type ‘Environmental Alarm’. This will wait for a defined period ( to allow transient alarms to clear) before generating a synthetic event with it’s associated Incident record.

UpdateTTNum

This policy updated the Incident Record associated with an event when this data was unavailable at the time the main policy runs.

ClearSyntheticEvent

This policy clears a synthetic event when all of it’s associated child events have cleared.

### Test Event source:

All Event need to be

Domain = ‘BSS’

EventType = ‘EnvironmentalAlarm’

Event 1 - Temperature Alarm Node A

Node = ‘HYD498A\_\_CtyzenPlz\_2’

AddText = ‘BTS-EXTERNAL [9]External Temperature [89]’

Event 2 - Temperature Alarm Node B

Node = ‘HYD410A\_\_SiteArea\_2

AddText = ‘BTS-EXTERNAL [9]External Temperature [89]’

Event 3 - Voltage Alarm Node A

Node = ‘HYD498A\_\_CtyzenPlz\_2’

AddText = ‘BSC-EXTERNAL [50] Low Voltage [7]’

Event 4 - Voltage Alarm Node B

Node = ‘HYD410A\_\_SiteArea\_2

AddText = ‘BSC-EXTERNAL [50] Low Voltage [7]’

### Test 1 – basic functionality

1. Insert the test event (Event 1)
2. Check the event appears in WebTop
3. Wait for Synthetic event ( x Min)
4. Check Synthetic event is generated
5. Check Event Journal of synthetic event of entry about the original event
6. Check SyntheticServerSerial and Synthetic ServerName fields are populated in the original event
7. Wait for 1 minute check TTNumber is populated in the synthetic event
8. Check Incident Record in TSRM
9. Wait for a further minute and check TTNumber is populated in the original event
10. Clear the original event
11. Check that the synthetic event is set to clear
12. Check that the Incident Record is set to resolved

### Test 2 – Multiple Nodes of the same type

1. Insert the test event (Event 1)
2. Check that synthetic event and Incident record are created
3. Insert second test event (Event 2)
4. Check that it’s SyntheticServerSerial, Synthetic ServerName and TTNumber are populated
5. Check journal of synthetic event has details of both source events
6. Clear Event 1
7. Check that the synthetic event is NOT cleared
8. Clear Event 2
9. Check that the synthetic event is set to clear
10. Check that the Incident Record is set to resolved

### Test 3– Single Node of the multiple type

1. Insert the test event (Event 1)
2. Check that synthetic event and Incident record are created
3. Insert second test event (Event 3)
4. Check that an additionalsynthetic event and Incident record are created
5. Clear Event 1
6. Check that the synthetic event associate to Event 1 is not set to clear
7. Check that the Incident Record associate to Event 1 is not set to resolved
8. Clear Event 2
9. Check that the synthetic event associate to Event 2 is set to clear
10. Check that the Incident Record associate to Event 2 is set to resolved

### Test 4– Multiple Nodes of the multiple type

1. Insert the test event (Event 1)
2. Check that synthetic event and Incident record are created
3. Insert second test event (Event 3)
4. Check that an additional synthetic event and Incident record are created
5. Insert third test event (Event 2)
6. Check that it’s SyntheticServerSerial, Synthetic ServerName and TTNumber are populated
7. Check journal of synthetic event associated with Events 1 and 2 has details of both source events
8. Insert forth test event (Event 4)
9. Check that it’s SyntheticServerSerial, Synthetic ServerName and TTNumber are populated
10. Check journal of synthetic event associated with Events 3 and 4 has details of both source events
11. Clear Event 1
12. Check that the synthetic event associate to Events 1 and 2 is not set to clear
13. Check that the Incident Record associate to Events 1 and 2 is not set to resolved
14. Clear Event 3
15. Check that the synthetic event associate to Events 3 and 4 is not set to clear
16. Check that the Incident Record associate to Events 3 and 4 is not set to resolved
17. Clear Event 2
18. Check that the synthetic event associate to Events 3 and 4 is set to clear
19. Check that the Incident Record associate to Events 3 and 4 is set to resolved
20. Clear Event 2
21. Check that the synthetic event associate to Events 1 and 2 is set to clear
22. Check that the Incident Record associate to Events 1 and 2 is set to resolved