

Market France

ScienceLogic-SL1 Event & Incident automation

Step by step to enable Event Automation & Incident remediation successfully

*For legacy ITM6 FR see <https://kyndryl.ent.box.com/file/968934478102?s=cxcjopuahumgjslcx56qeo7>

Enabling Incident Remediation from SL1 events

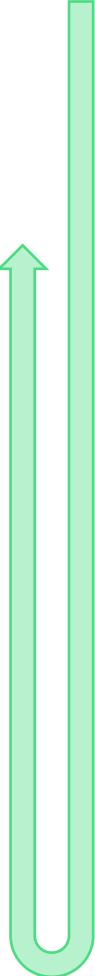
Verification steps for a full Event Automation validation - overview

If any pre-req is not ready, reschedule test session

Num	Steps to follow in an online workshop to validate Event automation / Incident remediation	Actors (task owner)
1	Check prerequisites for automation in M&E Portal (Auto-Ticketing + Automation / Remediation in Ansible)	MnE Event SME
2	Ensure server for working session is monitored , know what is monitored for this server and which event / incident you want to test automation.	System Admin
3	Ensure server is enabled and connected in CACF ansible tower (Run connectivity test) Ensure the organization is visible in NEXT (after AT40 completed) Ensure remediation role is enabled/setup in event github	TAA
4	Trigger desired alert on monitored resource / TEST server (CPU load/Service/Process/File system..)	System Admin
5	Look for triggered alert on monitoring console (SL1)	System Admin
6	Check the event visible in Netcool console: M&EaaS Event Viewer / Dashboard	MnE operator
7	Check Event field details : • verify INCident ticket number is present Check Netcool journal view : • Check ticket is created in ISM (Snow or ICD) and sent to automation group • Check event is sent to CACF-Ansible to trigger incident remediation • Check ticket in ISM tool - Do not take ownership of the ticket	MnE operator
8	Check the Alert Key (AK) in Netcool console Event field	MnE operator
9	Check Ticket visible in Maximo/SNOW - Do not take ownership of the ticket	System Admin
10	Verify a transaction is visible in NEXT to validate the incoming event (from Netcool)	TAA
11	Check mandatory fields in NEXT are not empty : INCIDENT number, AK Check additional / optional fields in NEXT are present, and filled depending on automation : ex InstanceID	TAA (MnE Event SME if KO)
12	Validate Netcool job template is triggered in CACF with specific remediation role	TAA
13	Check status in NEXT / Return code : • Check resolution code in Netcool Event Journal • Check resolution code in ticketing tool for incident	TAA System Admin Mne Operator
14	Prepare new try or retry if unsuccessful: • Take ownership of the ticket and close previous ticket - To ensure new try will create a <u>new</u> ticket • Close the alert in Netcool/SL1 to be sure to restart with fresh alerts	System Admin

Enabling Incident Remediation from SL1 events

Alert/Event/Ticket/Automation flows / transactions



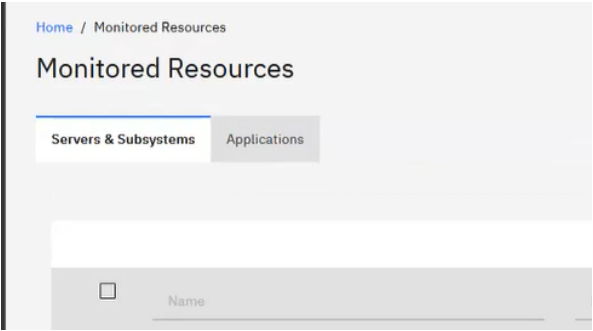
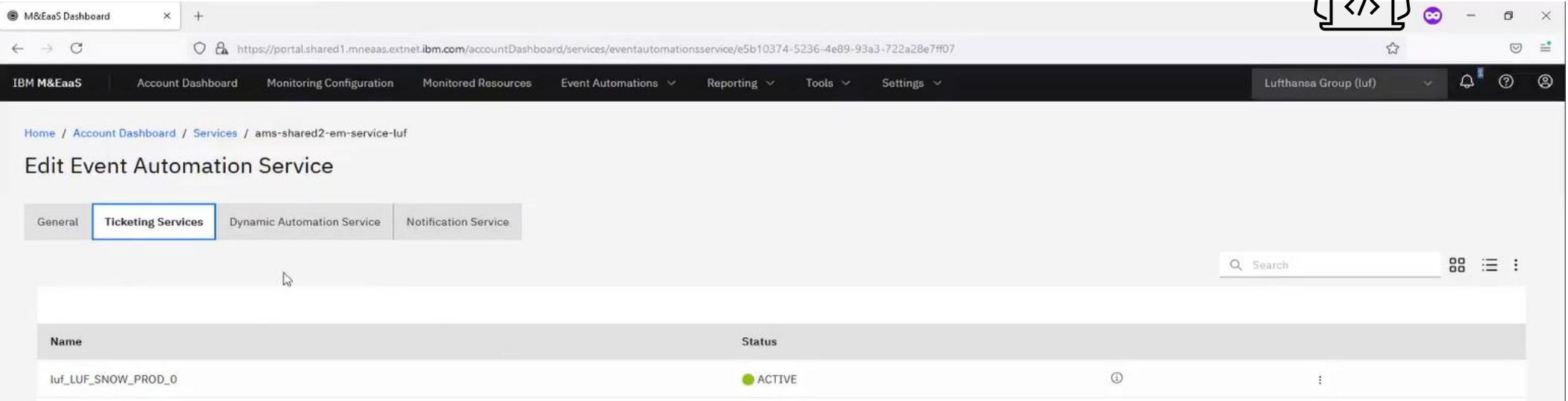
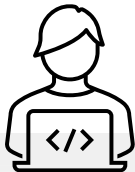
kyndr,

Monitoring & Event (Server / SL1 / NETCOOL) platform	Maximo / SNOW platform	CACF (ANSIBLE Tower / NEXT) platform
Generate a test alert on Server <i>(how-to)</i>		
Alert triggered by Science Logic → Alert forwarded to Netcool		
Alert in Netcool is enriched and if automation is requested (by config.)		
→ Netcool creates incident ticket in SNOW/MAXIMO in Automation queue	Ticket Created	
→ Netcool sends a request to NEXT for remediation (with inc. ticket number)		
		NEXT identifies event automation role (Smart Event Mapper) and triggers incident remediation in ANSIBLE Tower
		CACF ANSIBLE Tower connects to server and runs incident diagnosis / remediation code
		ANSIBLE Tower sends inc. remediation role return code (RC) back to NEXT
		NEXT sends back status (RC) to Netcool
Incoming Updates on alert are handled by Netcool	Ticket maybe Updated	NEXT may be updated
Netcool updates ticket on Status / Remediation code	Ticket Updated	
Case : Remediation with Corrective closure or Validation Closure (Success)	Ticket Closed in ISM	
Case : Remediation unsuccessful → Netcool escalates ticket to resolver (Failure)	Ticket Escalated to desired support group in ISM	

Enabling Incident Remediation from SL1 events

1. Prerequisite for automation in M&E Enablement :

Auto-Ticketing + Event Remediation is associated to the monitored server or resources in M&E Portal



<https://pages.github.kyndryl.net/mne/mneaas-userguide/account-dashboard/services/em/automation/>

Enabling Incident Remediation from SL1 events

3. AT40 has **completed** - Check in Next : Account Organization settings

GitHub - **xxx_jobtemplate_netcool** repository exists, and automation job template is defined

Next

Select an Organization

OrganizationsIntegrations

Tickets

Incidents

Generic Service Requests

Service Requests

Privacy

Release Version: v22.2.1

Organization

Name: [redacted]_France_ITD SMI GSNI INFRA

Friendly name: ign

Country: France

Status: Active

Description:

GSMA Account Code: [redacted]

BAM:

BAC:

Enable ServiceNow Inventory: false

Inventory date:

Use tower: true

Tower Configuration

Tower Instance: EU[redacted]_Tower_Instance

Full tower: Yes

Organization name: [redacted]

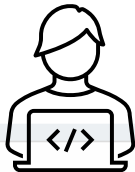
Inventory name: [redacted]_inventory

Netcool Configuration

Has Netcool?: TRUE

Job template name: [redacted]_jobtemplate_netcool

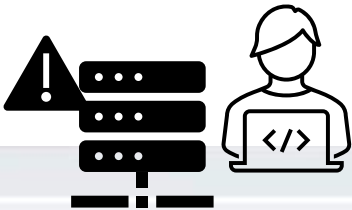
Severity Based Estimated Wait Time (EWT): FALSE



Enabling Incident Remediation from SL1 events

4. Trigger a test event on server (OS admin shall know how to do it)

5. Check the event shows up on SL1 Events console



ScienceLogic SunnyVale Lab

Não seguro | 3.229.23.221/em7/index.em7?exec=events

ScienceLogic

Logged in as truser@nomain.com

Finder

Go

Inbox Dashboards **Events** Tickets Registry Preferences

Event Console | Events Found [90]

Custom View: Save Delete Search: Organization

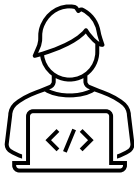
Actions Kiosk Reset Guide Pause Refresh

Refreshing in 261 secs

Organization	Name	Type	Event Message	Severity	Acknowledged	Note	Ticket	Age / Elapsed	Last Detected	EID	Source	Count	Notify
Sunnyvale Lab	172.16.20.36 (a9000)	Device	Device failed Availability and Latency checks: Both Availability and Latency checks have failed	Critical				14 hrs 59 mins	2021-06-29 11:27:33	7511833	Internal	180	10
Sunnyvale Lab	campinas	Device	IBM MQ: The status of QMGR (CAMPINAS) has changed to ended unexpectedly.	Critical				7 hrs 31 mins	2021-06-29 11:30:47	7514801	Dynamic	91	6
Sunnyvale Lab	db2	Device	IBM DB2: The TPCTBSPKEYS Tablespace Percent Used 99.5 is above the Critical threshold 95	Critical				14 hrs 7 mins	2021-06-29 11:30:18	7512184	Dynamic	170	10
Sunnyvale Lab	newyork	Device	IBM MQ: The status of QMGR (NEWYORK) has changed to ended unexpectedly.	Critical				7 hrs 31 mins	2021-06-29 11:30:47	7514802	Dynamic	91	6
Sunnyvale Lab	prague	Device	IBM MQ: The status of QMGR (PRAGUE) has changed to ended unexpectedly.	Critical				7 hrs 31 mins	2021-06-29 11:30:47	7514803	Dynamic	91	6
Sunnyvale Lab	sbs6ge (a9000 #2)	Device	Device failed Availability and Latency checks: Both Availability and Latency checks have failed	Critical				15 hrs 4 mins	2021-06-29 11:27:33	7511790	Internal	181	11
Sunnyvale Lab	six647380	Device	Device failed Availability and Latency checks: Both Availability and Latency checks have failed	Critical				15 hrs 34 mins	2021-06-29 11:27:37	7511579	Internal	187	11
Sunnyvale Lab	xiv 7811609	Device	Device failed Availability and Latency checks: Both Availability and Latency checks have failed	Critical				14 hrs 59 mins	2021-06-29 11:27:33	7511834	Internal	180	10
IBM	production.br.ibm.com	Device	/dev/mapper/tivoli_vg-lv_data : /database: File system usage exceeded major threshold: Limit: 90	Major				11 hrs 17 mins	2021-06-29 11:30:13	7513304	Internal	46	8
IBM	server1	Device	IBM WebSphere JVM server1 FreeMemory is below the major threshold 30. The current value is	Major				3 hrs 11 mins	2021-06-29 11:31:04	7516409	Dynamic	20	3
Sunnyvale Lab	9.174.246.52	Device	Device Failed Availability Check: ICMP Ping	Major				15 hrs 4 mins	2021-06-29 11:27:33	7511784	Internal	181	11
Sunnyvale Lab	db2	Device	IBM DB2: The E:\DB2\NODE0000\TPCDB\T00000000\IC0000000.CAT File System Percent Us	Major				21 hrs 47 mins	2021-06-29 11:31:42	7509352	Dynamic	88	15
Sunnyvale Lab	db2	Device	IBM DB2: The E:\DB2\NODE0000\TPCDB\T00000002\IC0000000.LRG File System Percent Us	Major				20 hrs 17 mins	2021-06-29 11:31:42	7509880	Dynamic	82	14
Sunnyvale Lab	db2	Device	IBM DB2: The E:\DB2\NODE0000\TPCDB\T00000001\IC0000000.TMP File System Percent Us	Major				21 hrs 17 mins	2021-06-29 11:31:42	7509526	Dynamic	86	15

Enabling Incident Remediation

6. Check the event received on Netcool / Events Viewer dashboard



Default@ - Event Viewer (nlaspw000m1terms.sr1.eu1.sp.ibm.local:16311/ibm/console/navigation.do?XSS=89b90d5acc520c75a3913579463409fa&wpagid=com.ibm.isclite.welcomeportletLayoutElementA&moduleRef=com.ibm.isclite.ISCAAdminPortlet&isLoginURL=true#tip.1624969052896)

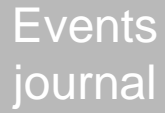
Event Viewer

Default

Sev	Count	Ack	Node	Alert Group	Summary	First Occurrence	Last Occurrence	Type	ExpireTime	Agent	Manager
Info	25,524	Yes	nlaspw000m1terms	WebGUI Status	Web GUI OSMAENV data source is available	4/1/21, 9:37 PM	6/29/21, 2:17 PM	Information	7,200	OMNIBus SelfMonitoring	OMNIBus SelfMonitoring
Info	3	No	10.0.6.188		Enterprise: 1.3.6.1.4.1.1588.2.1.1.1 Generic Trap 6 Specific Trap.3	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	3	No	10.0.6.188		No Rules Found for Enterprise ID: 1.3.6.1.3.94 Specific Trap: 6 (see details)	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	3	No	10.0.6.188		No Rules Found for Enterprise ID: 1.3.6.1.3.94 Specific Trap: 6 (see details)	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	3	No	10.0.6.188		Enterprise: 1.3.6.1.4.1.1588.2.1.1.1 Generic Trap 6 Specific Trap.3	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	3	No	10.0.6.187		No Rules Found for Enterprise ID: 1.3.6.1.3.94 Specific Trap: 6 (see details)	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	7	No	10.0.6.187		Enterprise: 1.3.6.1.4.1.1588.2.1.1.1 Generic Trap 6 Specific Trap.3	6/8/21, 1:44 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	6	No	10.0.6.187		Enterprise: 1.3.6.1.4.1.1588.2.1.1.1 Generic Trap 6 Specific Trap.3	6/8/21, 1:44 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	3	No	10.0.6.187		No Rules Found for Enterprise ID: 1.3.6.1.3.94 Specific Trap: 6 (see details)	6/29/21, 1:32 PM	6/29/21, 2:17 PM	Type Not Set	Not Set	SNMP probe on eu1d72	SNMP Probe
Info	33	Yes	atl1-vc2	ScienceLogic	VMware: Datastore Utilization Has Exceeded Minor Threshold (85%), Currently (93.754267)	6/28/21, 10:12 AM	6/29/21, 2:17 PM	Problem	Not Set	MsgBus Probe on nlasp	MsgBus Probe on nlasp
Info	8,834	No	ezayzvc051	ScienceLogic	VMware Events: BadUsernameSessionEvent: Cannot login mercurymanroqu@10.177.14	5/29/21, 5:34 PM	6/29/21, 2:17 PM	Problem	1,624,846,461	MsgBus Probe on nlasp	MsgBus Probe on nlasp
Info	1	No	swp-ip-svm07.saharapcc.com	ScienceLogic	Network latency exceeded threshold. No Response	6/29/21, 2:17 PM	6/29/21, 2:17 PM	Problem	Not Set	MsgBus Probe on nlasp	MsgBus Probe on nlasp
Info	1	No	voibmmnettools01	ScienceLogic	Network latency exceeded threshold. 362.35 ms	6/29/21, 2:17 PM	6/29/21, 2:17 PM	Problem	Not Set	MsgBus Probe on eu1d1	MsgBus Probe on eu1d1
Warning	1	No	wcnagos01	ScienceLogic	VMware: VM CPU Usage Has Exceeded Threshold (90%), currently (91.99%)	6/29/21, 2:17 PM	6/29/21, 2:17 PM	Problem	Not Set	MsgBus Probe on eu1d1	MsgBus Probe on eu1d1
Info	1	No	atl1-4e2	ScienceLogic	VMware: VM CPU Usage Has Exceeded Threshold (90%), currently (100.0%)	6/29/21, 2:17 PM	6/29/21, 2:17 PM	Resolution	Not Set	MsgBus Probe on eu1d1	MsgBus Probe on eu1d1
Info	2,039	No	nlaspw000m1temp	WebGUI Status	(Received during suppression) / (Received during suppression)						
Warning	2,039	No	nlaspw000m1temp	WebGUI Status	ALERT JVM memory usage is 4.096 MB of capacity 4.096 MB 100%	6/15/21, 7:02 AM	6/29/21, 2:17 PM	Problem	28,800	OMNIBus SelfMonitoring	OMNIBus SelfMonitoring

Details:
Fields
+Journal

7. & 8. Check Event details & journal

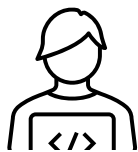


Properties for event 3584378 on GSMAENV

Event fields

Enabling Incident Remediation

10. Verify Incident ticket corresponding to test event in Next



Next Select an Organization Organizations Integrations

Tickets

Filters

Organizations: All Automations: All Start Date: 05/30/2022 End Date: mm/dd/yyyy Status: All Number of Entries: 50

Search: []

Export XLS

Submit

#	Organization	Incident Number	Automation Name	Date	Host	Status	Closed	Reason
5571811	ign_France_ITD SMI GSNI INFRA	IN41004194	system-disk-cleanup-and-disk-usage:1.3.4:cacm	2022-05-31 04:41:07 UTC	frmpvap010ign8m	REMEDIATION	✓	

Incident #
in Snow or
Maximo

Hostname
in account
inventory

Other
details

Enabling Incident Remediation

11. & 12. Look into Next ticket details and verify contents



Next

Select an Organization

Organizations

Integrations

Tickets

Incidents

Generic Service Requests

Service Requests

Privacy

Release Version: v22.2.1

CLOSURE CODE: Remediation with Collective Closure

RC: 0

RESULTS: resolve

Automation Result: "Free space on C: is bigger than 10 % after automation execution. It has 32.54 GB
or 33321 MB
or 32.68 % free
after automation execution."

TICKET Description :

Summary: Windows Logical Drive:C: space problem. Percent Free:7. MB Free:7616. Thresholds: 15. 10. 5. Attention commas replaced by dots.

Date: 2022-05-31T06:41:06Z

Severity: 2

ResourceId: frmpvap010ign8m.inf.ibmfr.bluecare.ibm.com

CustomerCode: inf

InstanceId: C:

InstanceSituation: alert if disk free space is low

AlertKey: all_dskspce_g06w_win_gen

TicketGroup: I-DTE-XX-CLD-CL3-AUTOM

InstanceValue: MON_M

ComponentType: OperatingSystem

Component: Windows

SubComponent: Disk

ApplId: WIN

Node: inf_frmpvap010ign8m

NodeAlias: 129.39.133.220

AlertGroup: ITM_K06_LOGICAL_DISK

EventType: 6830

MonitoringSolution: win

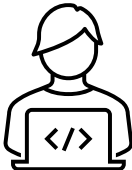
EventKey: undefined

Enabling Incident Remediation

13. Validate return codes in each place :

'Note: when Incident remediation completed OK, the ticket shall be closed in ticketing system (Maximo / Snow).

in ISM (Maximo) : Closure code shows end to end was successful (RC = 0)



Work Logs Filter 1 - 3 of 3

Record	Class	Created By	Date	Type	Summary	Viewable?
IN40983483	INCIDENT	MAXIMO.TICKETING.INTERFACE	23.05.22 03:59:	UPDATE	Successfully RESOLVED by Auto	<input checked="" type="checkbox"/>
IN40983483	INCIDENT	MAXIMO.TICKETING.INTERFACE	23.05.22 03:57:	IPCENTER	Automation Engine Ticket Recei	<input checked="" type="checkbox"/>
IN40983483	INCIDENT	MAXIMO.TICKETING.INTERFACE	23.05.22 03:56:	UPDATE		<input checked="" type="checkbox"/>

Details

Summary:
cessfully RESOLVED by Automation Engine.

Details:
service-restart:3.2.0:cacm
Transaction Time: 2022-05-23T03:56:57Z Ansible Tower Job ID: 11630534 EVENT_ALLOWED_FOR_AUTOMATION: YES
SOCKS_CONNECTION: SUCCESS CONNECTION: SUCCESS LOGIN: SUCCESS MATCHER FOUND: YES PLAYBOOK/ROLE USED:
service-restart:3.2.0:cacm **CLOSURE CODE**: Remediation with Corrective Closure RC: 0 RESULTS: resolve Automation Result: The
service 'mapsbroker' has been successfully restarted'. Last reboot date: 05/20/2022 11:28:42. Last rebooted by: NPACASPHSC\itcunin.
Automation Engine Ticket: 5510752

Incident Remediation role - Closure code

Next Select an Organization Organizations Integrations in NEXT : status

Tickets Incidents Generic Service Requests Service Requests Privacy Release Version: v22.2.1

TICKET #5571811 of ign_France_ITD SMI GSNI INFRA

Requester Identifier: FRMPN000SR11XM_P:147082239:ign
Kind: netcool_simplification
Host: frmpvap010ign8m
Automata: system-disk-cleanup-and-disk-usage:1.3.4:cacm
Owner:
Estimated Wait Time (EWT): 90
Params Used:

Incident Number: IN41004194
Status: REMEDIATION
Substatus:
Created: 2022-05-23 04:41:07 UTC
Reported By:
Queue: I-DTE-XX-CLD-CLD

Return Code + automata

in Netcool journal : check update request to inc. ticket

Journal Entry

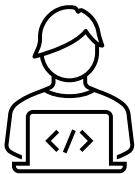
Requesting Automation Engine Remediation with ActionId: 223 and AMID: 1223
Automation Engine Remediation activated using Automation Engine :Ansible_Tower_EU1_Sonepar
Ticket (IN40995198) AMTicket () CREATE_SUCCESSFUL
Request to Automation Engine Accepted. Waiting for results.
Create acknowledged: IPIM received Estimated time to perform : 60 minutes
Ticket sucefully updated: IN40995198 Assigned
Ticket (IN40995198) AMTicket (5541898) UPDATE_SUCCESSFUL
Request to update IPIM ticket with IPC ticket number has completed successfully.
Successfully RESOLVED by Automation Engine, for more information see IPC TICKET number :IN40995198
Ticket (IN40995198) AMTicket (5541898) UPDATE_SUCCESSFUL
Ticket sucefully updated: IN40995198
Ticket (IN40995238) AMTicket (5541898) CREATE_SUCCESSFUL

Netcool Journal flow

Enabling Incident Remediation

KSI Automation performance provides a summary view (with small delay)

- Based on NEXT data only, with detail on CACF return codes
- Remember: No end-to-end insight in ticketing system (Maximo or SNOW)



kyndryl Service Insights

CACF Automation Performance Dash (EMEA & Japan)

Kyndryl Delivery

mrsp100173.cc0.ibmfr.bluecare.ibm.com	107	cma_project_hws_w_scanning	11,021	Connectivity_Check.yml	19,927
mrs-db-00030.cc0.ibmfr.bluecare.ibm.com	52	cma_project_ilm_t_aicv3	10,711	GCM-Scan-Windows-OS.yml	16,204
lpb000ansx01.bcrs.fr	44	cfr_project_hws_w_scanning	9,535	sdms_playbook.yml	16,066
frmpdb00sri1xm.inf.ibmfr.bluecare.ibm.com	36	scs_project_cacftools	8,901	find-log4j.yml	14,044
ledci035.edd.ibmfr.bluecare.ibm.com	33	cma_project_eu_services	8,598	NoSocksTunnel_gather_facts_sss_unix.yml	13,614
oncg2p1.mna.ibmfr.bluecare.ibm.com	32	scs_project_hws_w_scanning	8,227	generic_single_extractor.yml	12,366
sg2vm001.map.ibmfr.bluecare.ibm.com	28	scs_project_vulnerability-scanner_find-log4j	7,770	checkconn_unix.yml	11,221
parvem001.mic.ibmfr.bluecare.ibm.com	26	cma_project_at_host_connectivity	5,870	Hello_Windows.yml	10,836

Export: [Raw](#) [Formatted](#)

1 2 3 4 5 ... 1000 »

Export: [Raw](#) [Formatted](#)

1 2 3 4 5 ... 102 »

Export: [Raw](#) [Formatted](#)

1 2 3 4 5 ... 28 »

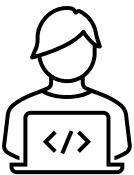
Task Level Details

403160 documents

Time ↓	Account	host_name	job_id	rc_support	rc_group	rc_number
> May 31, 2022 @ 09:01:24.822	CMA-CGM GROUP	mrsp100272.cc0.ibmfr.bluecare.ibm.com	11821171	developer	Success Without Return Code	-1
> May 31, 2022 @ 09:00:52.886	ITD FR SMI GSNI INFRA	SRMEUWAS02.inf.ibmfr.bluecare.ibm.com	11821149	undetermined	Connection Issue	-2
> May 31, 2022 @ 09:00:41.024	Michelin	atlpwv21.mna.ibmfr.bluecare.ibm.com	11821147	developer	Success Without Return Code	-1
> May 31, 2022 @ 09:00:39.592	Michelin	vldr001001.mic.ibmfr.bluecare.ibm.com	11821145	account	Connection Issue	106
> May 31, 2022 @ 09:00:23.239	CMA-CGM GROUP	mrsp100173.cc0.ibmfr.bluecare.ibm.com	11821122	developer	Success Without Return Code	-1
> May 31, 2022 @ 09:00:21.101	Cegid	vcli01dwaaa001.cdg.lan	11821119	developer	Success Without Return Code	-1

Enabling Incident Remediation

KSI Incident Automation provides a pretty complete overview of EA roles execution end to end



Let's get into
All reports, then use
filters as needed in
opened view :

kyndryl Service Insights CACF Incident Automation (Japan)

customer_name.keyword: ITD FR SMI GSNI INFRA filter

Showing data between 05/25/2022 22:51:08 06/01/2022 19:15:20

All reports

Time period: Today Yesterday Last 7 Days Last 14 Days This Month Last Month 2021 (UTC): 01 02 03 04 05 06 07 08 09 10 11 12 2022 (UTC): 01 02 03 04 05 06 07 08 09 10 11 12

CACF Incidents 390

Customers with CACF Incidents 1

CACF Incident per Closure Code

Escalation - Connection Failed 9.49%

Diagnosis

Remediation with Val... 11.79%

Remediation with Corrective... 10.92%

Escalation 27.09%

CACF Incidents 66

Customers with CACF Incidents 1

Remediation and Diagnosis 100.0% Count 66

Remediation 100.0% Count 66

Servers Handled 17

Unique Automations in Use 5

Playbook Name with Return Code

Playbook Name	Return Code	Count
process-handler	0	47
system-disk-cleanup-and-disk-usage	0	12
service-restart	0	5
disk-usage-alert	0	1
itm-agent-offline	0	1

Export: Raw Formatted

Report by Incident Playbook & Version

Playbook name	Version	Origin	Count
process-handler	1.2.2	cacm	47
system-disk-cleanup-and-disk-usage	1.3.4	cacm	12
service-restart	3.4.1	cacm	5
disk-usage-alert	1.7.3	cacm	1
itm-agent-offline	2.2.7	cacm	1

Inc. Ticket #

EA role + RC

Hostname

Geo	Market/Sector	Country	Account Prefix	Account Name	Alert Key	Incident Number	Time	Closure Code	Playbook Name	NEXT Status	Return Code	Kind	Job ID	Hostname	Sub-Component	Component	Instance ID	Close Message	Severity	AppId
EMEA	France	France	ign	ITD FR SMI GSNI INFRA	all_procmon_x07c_aix_v2_gen	IN41008301	06/01/2022 16:33:02	Remediation with Corrective Closure	process-handler	Remediation	0	2	11851211	frmpap02csg2xm.inf.ibmfr.bluecare.ibm.com	AIX	Process	sendmail	Transaction Time: 2022-06-01T16:33:01Z Ansible Tower Job ID: 11851211 EVENT_ALLOWED_FOR_AUTOMATION: YES SOCKS_CONNECTION: NOT APPLICABLE CONNECTION: SUCCESS LOGIN: SUCCESS MATCHER FOUND: YES PLAYBOOK/	2	AIX
EMEA	France	France	ign	ITD FR SMI GSNI INFRA	all_procmon_x07c_aix_v2_gen	IN41008281	06/01/2022 16:22:54	Remediation with Corrective Closure	process-handler	Remediation	0	2	11851062	frmpap02csg2xm.inf.ibmfr.bluecare.ibm.com	AIX	Process	auditbin	Transaction Time: 2022-06-01T16:22:53Z Ansible Tower Job ID: 11851062 EVENT_ALLOWED_FOR_AUTOMATION: YES SOCKS_CONNECTION: NOT APPLICABLE CONNECTION: SUCCESS LOGIN: SUCCESS MATCHER FOUND: YES PLAYBOOK/	2	AIX

Thank you for using this guide.

Any suggestion or correction is welcome.

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