Managing Generic Event alarms

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Procedure Steps

Events that come into OnGuard from a third party, OAAP device, or other service might come in as type "Generic Event". These examples indicate how to provide different treatments of the various events.

Example 1: Hide/mask certain Generic events

1. Navigate to **System Administration > Administration > Text Library**.
2. Click [Add].
3. Enter the *exact* text (of each message to be hidden) into the "Text" field.
   Note: Capitalization, spacing, and so on must match perfectly.
4. Click [OK].
5. Navigate to the **System Administration > Monitoring > Alarms > Alarm Definition** tab.
6. Click [Add].
7. Name the custom alarm (for example, HiddenCommendAlarms).
8. Device: Select the device.
9. Event: Select "Generic Event".
10. Event text: Select from the drop-down list one of the Text Library entries added in step 3.
11. Select the right arrow to add to the "Assigned event(s)" box.
12. Repeat steps 9-11 until the text for all desired events have been added.
13. Configure "Alarm description format" as "Event Text Only".
14. Uncheck "Display alarm".
15. Click [OK].

Expected result: When any of the events with the text in the list occurs, it will not be shown in Alarm Monitoring.

Example 2: Set the priority of certain Generic events
1. Navigate to **System Administration > Administration > Text Library**.
2. Click [Add].
3. Enter the *exact* text of each message to be elevated into the "Text" field.
   Note: Capitalization, spacing, and so on must match perfectly.
4. Click [OK].
5. Navigate to **System Administration > Monitoring > Alarms > Alarm Definition** tab.
6. Click [Add].
7. Give a name to this custom alarm (for example, ElevatedAlarms).
8. Device: Select the device
9. Event: Select "Generic Event".
10. Event text: Select from the drop-down list one of the Text Library entries added in step 3.

11. Select the right arrow to add to the "Assigned event(s)" box.
12. Repeat steps 10 and 11 until the text for all desired events have been added.
13. Configure "Alarm description format" as "Event Text Only".
14. Change the Priority of this custom alarm as necessary.
15. Select any other alarm behavior settings as necessary.
16. Click [OK].

Expected result: When any of the events with the text in the list above occurs, it will be shown in Alarm Monitoring with the specified priority and alarm behaviors.

Applies To

OnGuard (All versions)

Additional Information