



Actions and Notifications

Fidelia Helix provides the same "Smart" notification engine that is present in the NetVigil product, bringing true datacenter style features to the Helix product line. Configuration is trivial through the web based user interface, allowing you to start adding new actions the instant you install Helix.

Smart Suppression

Transient flaps are automatically suppressed to avoid false alarms so operations can get reliable visual indications. The actions and notifications engine determines if the cause of an alarm is an upstream switch or router and identifies such problems automatically. The engine uses complex heuristics to see if there are multiple paths to a downstream subnet to avoid false suppression.

Since Helix was designed for applications as well as servers, the notification engine can also determine if the cause of a service or application being unavailable is the network layer itself and suppress such alarms. As an example, if a server is unreachable, all services

and applications on it are expected to be unreachable so such alarms are suppressed to prevent an alarm flood.

Multi-stage Flexible Engine

The multi-stage alarm engine provides a comprehensive escalation process to send notifications based on how long a device has been in warning or critical condition, and on time of day and status on repeated polling. You can email, page or run a custom script to restart a process based on the length of time that a test has been in that state. The script can easily be used to open a trouble ticket or even restart a server or a process.

About Fidelia Technology, Inc.

Fidelia delivers "Instant Business Visibility" by providing real-time business-oriented views of a company's IT infrastructure as applied to its business services. Fidelia's flagship products, NetVigil and Helix, empower enterprises and small businesses to view the performance of applications and related IT

infrastructure across domains, departments and multiple geographic locations. A leader in the emerging 3rd-generation business management software market, Fidelia provides substantial return on investment by enabling companies to proactively manage service delivery with maximum cost efficiency. For more information, please visit

The screenshot shows the 'Update Action Profile' configuration page in the Fidelia Helix web interface. The page title is 'Update Action Profile' with a sub-header 'Action: Email NOC'. Below the title, there is a note: 'Modify the desired fields and click "Update Action Profile" to confirm. Note: If your notification method is email, you can specify multiple recipients by separating their addresses with commas. * - indicates a required field'. The form contains several sections: 'Action Profile Name' (set to 'Email NOC'), 'Action Profile Description' (empty), 'Action #1' with options to 'Delete this action' (checkbox), 'Suspend this action' (checkbox), 'Notify Using' (set to 'Regular Email'), 'Message Recipient' (set to 'jsmith@fidelia.com'), 'Notify when test is in state' (checkboxes for 'Warning' and 'Critical' are checked, 'Unknown' is unchecked), 'Notification should happen' (set to 'Immediately'), 'If this test stays in the trigger state, repeat this action' (set to 'don't repeat it'), and 'Valid Time Range' (set to '12:00 AM to 12:00 AM').

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