

Incidents

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Incident functionality is disabled by default. To enable it please add or modify the following parameters:

- `"conditional_incidents_enabled" : true` in configuration file `/etc/saymon/saymon-server.conf`, section `server` ;
- `enableConditionalIncidents : true` in `/usr/local/saymon/target/client/js/client-config.js` (`/usr/local/saymon/js/client-config.js` in some installations).

Incidents generation process

Incidents can be generated in two different ways.

Way #1 - State change conditions

The main aspect - "one object = one active alarm".

Incidents define the state of the object.

The object appears in the `Active alarms` list if it has got one of the "incident" states:

- ALARM;
- OBJECT IS OVERLOADED;
- NO DATA ON OBJECT.

The incident will be closed if the object changes its state to any, that is not presented in the list above.

Way #2 - Alarm generation conditions

The main aspect - "one object = one or more active alarms".

If you set `Incidents` for the object, then `Way #1` will be disabled for it.

The incident will be closed if there is no suitable clause in `Alarm generation conditions` list.

| *To learn more about nuances and differences in generation of incidents please refer to [Incidents](#) section.*

Filters

Filter allows to display a list of alarms, according to the selected criteria. The created filter conditions can be combined using operators

`and` and `or`.

Some criteria:

- Property;
- Text;
- Comment

are related to their value by means of mathematics symbols.

For time of:

- registration;
- occurrence;
- clear

the criterion is the time period.

The presets choice allows to adjust the number and order of the columns for the results.



After entering all the necessary criteria and the filter name click on  to save it.

By means of a filter it is possible to set a temporary blocking alarms from devices.

For example, we set the criterion "State" with its corresponding value - all objects states, expert for the state **Test**.

To limit the time, we add one more criterion - "Field comparison", assign it the value: **Last state update time** > **Registered time**.

As long as the object is in the exception-state **Test**, alarms with this object will not be displayed in the alarms list. As soon as user manually changes the object state to any other or set time period ends, the alarms display will resume.

Presets

Presentation is the individual filling of the columns in the alarm window. Right-clicking on the title of the section opens a window in which the existing columns are ticked. To add or delete the column, click on the appropriate name in the pop-up window. You can change the order of the columns by dragging.



After making all desired changes, enter a name and click on the  button. The button  allows to view all previously created presentation.

The similar functions are executed by the section «Properties Field», which includes all available properties of all existing system objects. The values of the ticked properties will be displayed in incidents table in the corresponding columns, if they exist in the objects on which an incident occurred.

If desired, it is possible to add any fields from the [objects properties](#) whose values will be reflected in the list of active and historical alarms. To do this it is necessary to add the settings in [configuration file](#).

Export

To save reports on active and historical alarms in XLS-file use the button



- [Active alarms](#)
- [Alarm history](#)
- [Context menu for incidents](#)