



# IBM Cloud Event Management

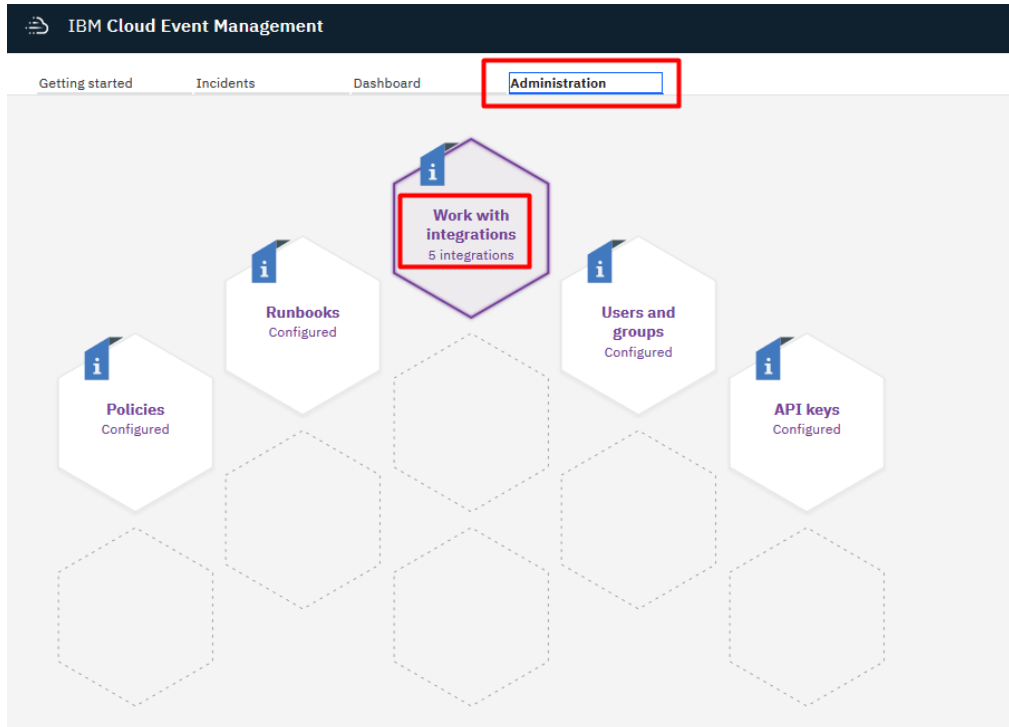
## **Email integration** **A step by step example**

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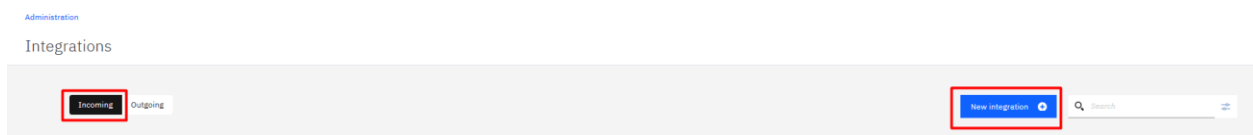
# Configuring Email as a source for incoming event from CEM

Reference details:

[https://www.ibm.com/support/knowledgecenter/SSURRN/com.ibm.cem.doc/em\\_email.html](https://www.ibm.com/support/knowledgecenter/SSURRN/com.ibm.cem.doc/em_email.html)

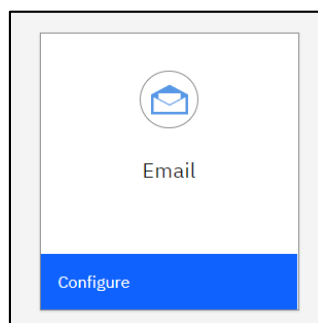


From CEM select “Administration” and then click on “Work with integrations”.

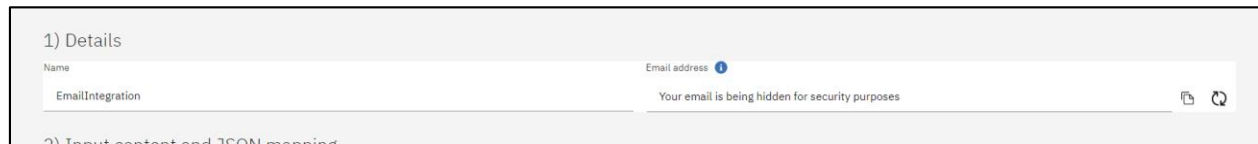


Make sure the “Incoming” option is selected and click on “New Integration”.

Search for the “Email” tile and click “Configure”:



Enter a name for the integration and click Copy to add the generated email address to the clipboard. Ensure you save the generated email address as it will not be visible after you save your integration



Paste an email into the Sample Email text area as follows:

Set a value for each of the Mandatory event attributes:

- **Severity:** The event severity level, which indicates how the perceived capability of the managed object has been affected. Values are objects and can be one of the following severity levels: "Critical", "Major", "Minor", "Warning", "Information", "Indeterminate", 60, 50, 40, 30, 20, 10 (60 is the highest and 10 is the lowest severity level).
- **Summary:** String that contains text to describe the event condition.
- **Resource name:** String that identifies the primary resource affected by the event.
- **Event type:** String to help classify the type of event, for example, Utilization, System status, Threshold breach, and other type descriptions.

Example:

Product: CEM

Reason: Severity updated

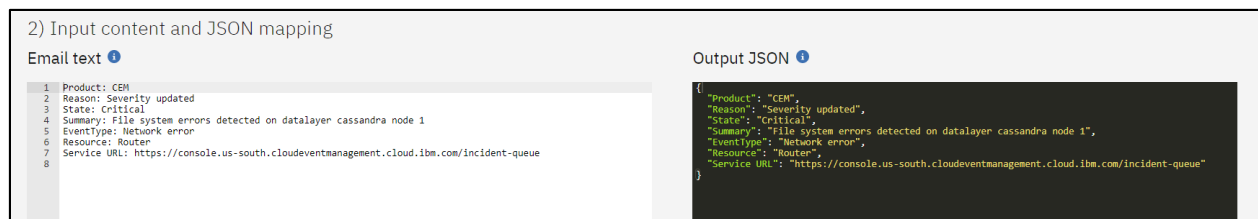
State: Critical

Summary: File system errors detected on datalayer cassandra node 1

EventType: Network error

Resource: Router

Service URL: <https://console.us-south.cloudeventmanagement.cloud.ibm.com/incident-queue>



```
1 Product: CEM
2 Reason: Severity updated
3 State: Critical
4 Summary: File system errors detected on datalayer cassandra node 1
5 EventType: Network error
6 Resource: Router
7 Service URL: https://console.us-south.cloudeventmanagement.cloud.ibm.com/incident-queue
8
```

```
{
  "Product": "CEM",
  "Reason": "Severity updated",
  "State": "Critical",
  "Summary": "File system errors detected on datalayer cassandra node 1",
  "EventType": "Network error",
  "Resource": "Router",
  "Service URL": "https://console.us-south.cloudeventmanagement.cloud.ibm.com/incident-queue"
}
```

Define the mapping between the email incoming attributes and the Cloud Event Management event attributes.

3) Content mapping to create the CEM event

Attributes ⓘ

Mandatory event attributes

Severity ⓘ

State

---

Summary ⓘ

Summary

---

Resource name ⓘ

Resource

---

Event type ⓘ

EventType

---

Example:

3) Content mapping to create the CEM event

Attributes ⓘ

Mandatory event attributes

Severity ⓘ

State

---

Summary ⓘ

Summary

---

Resource name ⓘ

Resource

---

Event type ⓘ

EventType

---


Event result ⓘ

```

{
  "type": {
    "eventType": "network_error"
  },
  "resource": {
    "name": "router"
  },
  "severity": "critical",
  "summary": "File system errors detected on datalayer cassandra node 1"
}

```


Save the definition and make sure it is enabled.



EmailIntegration

Email

☒ On



Omnibus

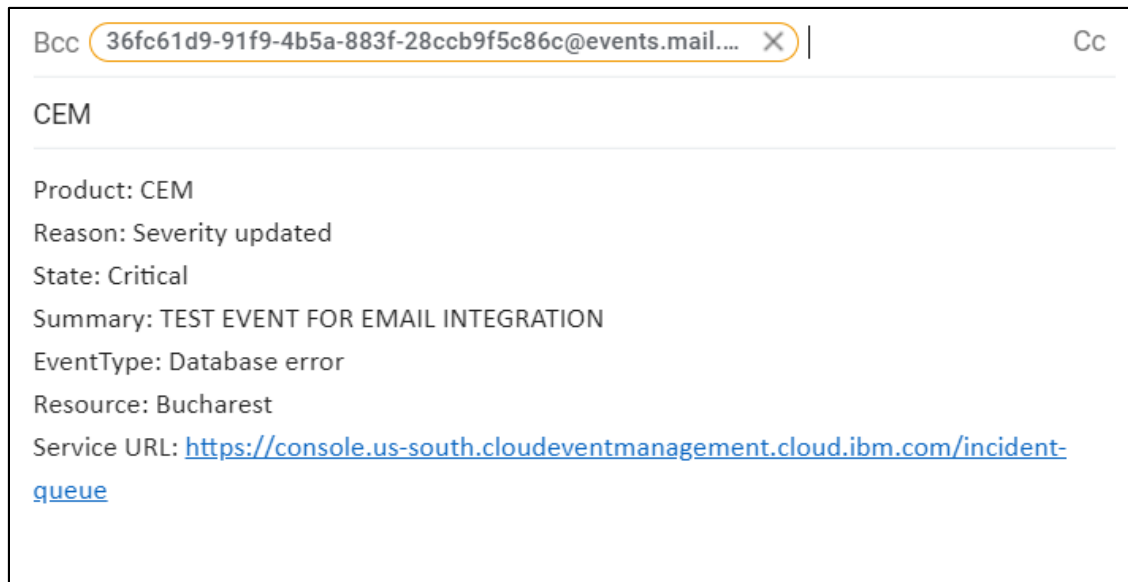
Netcool/OMNIBus

☒ On

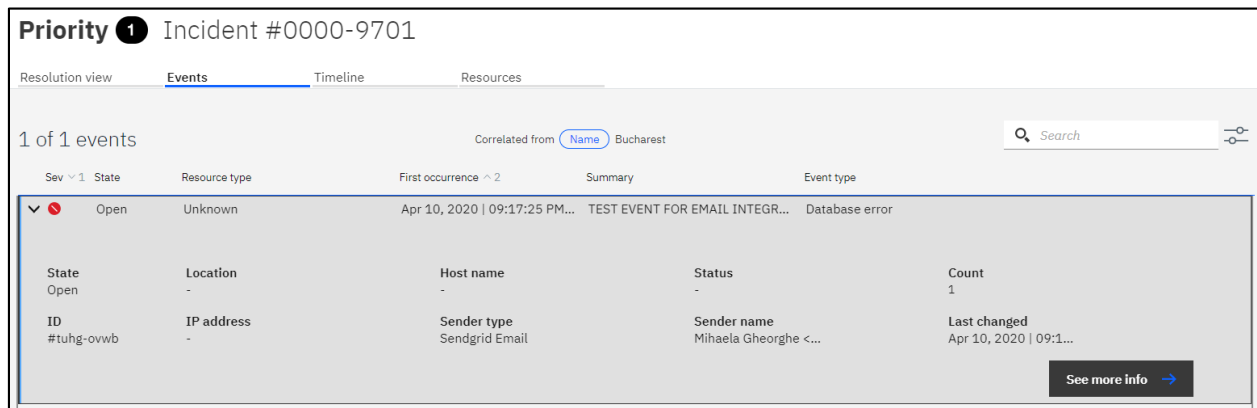
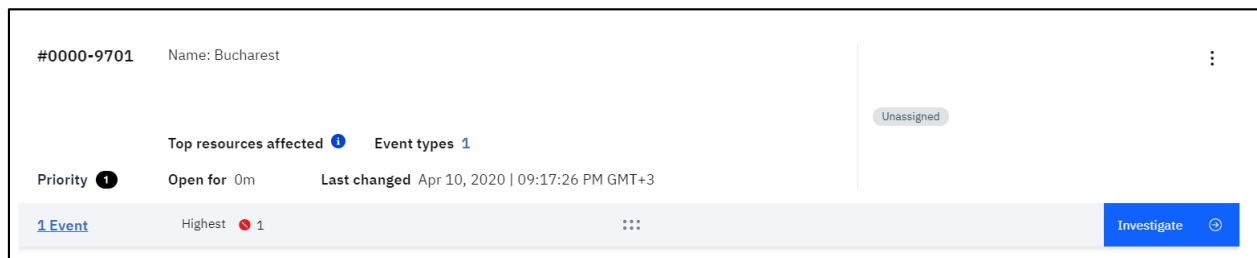
Example email address for my CEM account:

36fc61d9-91f9-4b5a-883f-28ccb9f5c86c@events.mail.us-  
south.cloudeventmanagement.cloud.ibm.com

Test the integration by sending an email and add your CEM address at BCC:



Check the Incidents page from CEM and look for the alarm generated from the email:



Click on “See more info” to see the complete list of fields for the event including the source of the incident which in this case is the email integration:

Event info	
Name	Description
Summary	TEST EVENT FOR EMAIL INTEGRATION
State	Open
Severity	Critical
ID	#tuhg-ovwb
First occurrence	Apr 10, 2020   09:17:25 PM GMT+3
Last changed	Apr 10, 2020   09:17:25 PM GMT+3
Expiry time	--
Count	1
Event type	Database error
Status	--
Source	Sendgrid Email

The event source indicates that this was generated from an incoming email.