

Alert and Situation Columns

You can change the columns to display on Situation and Alert Views and add new columns based on custom_info fields.

Optionally add link definitions to custom_info columns, for example, to link the custom_info data to a third-party system. See [Link Definitions](#).

← System Settings / Situation Columns

COLUMNS ▾

View Columns can be managed here. Use the "Columns" menu to show,hide or add new columns. Column headers, position and width can be manipulated using the dummy grid below.

NEW COLUMN	CREATED AT	OWNED BY	TEAMS	DESCRIPTION	SERVICES IMPACTED	TOTAL
Test String	17:45:00 12/01/2016		(1) 2	test	(1) CRM	0
Test String	17:45:00 12/01/2016	Administrat...	(2) 3 ,4	test	(1) CRM	0

FIELD:

HEADER:

TYPE:

LINK DEFINITION:

INDEXED:

Indexing columns may have an impact on performance.

REVERT CHANGES SAVE CHANGES

Navigation

Click the **Columns** drop-down menu in the top right corner to display which columns are displayed by default.

The default columns are all those which are checked.

← System Settings / Situation Columns

View Columns can be managed here. Use the "Columns" menu to show,hide or add new columns. Column headers, position and width can be manipulated using the dummy grid below.

OWNED BY	TEAMS	DESCRIPTION	SERVICES IMPACTED	TOTAL ALERTS	RATING	STATUS	CATE
	None	test	(1) CRM	0		Acknow...	Dete
Administrator	(1) Cloud DevOps	test	(1) CRM	0		Active	Crea
	(1) 2	test	(1) CRM	0		Assigned	Clos

FIELD:

HEADER:

REVERT CHANGES

- ADD COLUMN
- Created At
- Owned By
- Teams
- Description
- Services Impacted
- Total Alerts
- Rating
- Status
- Category
- Last Change
- User Comments
- Participants
- Story
- Sev Trend
- Scope Trend
- Process Impacted
- Scope
- Queue
- First Event Time
- Last Event Time
- ID
- Severity

Check or uncheck columns to add or remove them from the default column layout.

Icon	Description
	Click the border of any column and drag left or right to make the column narrower or wider. Double-click to auto-resize the column to the current content
	Click and drag any column to another position to change the order the columns appear in

Click any column and edit the text next to 'Header' to change the column header.

Create a New Column

Click **Columns > Add Column** to add a new custom column to the default layout.

Edit the available fields to configure the column:

Field	Input	Description
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Field	String	This is where you can type the custom_info field you want to use or show in the column <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Please note: This entry must start with <code>custom_info.</code> (added when creating a new column). For example, to use a Custom_info field 'TPS_ID' enter: <code>custom_info.TPS_ID</code></p> </div>
Header	String	This is the header name of the column
Type	Number OR Text	Select 'Number' if the column content is numeric or 'Text' if the column context is text string
Link Definition	Selection	Select the Link Definition from the list (if required)
Indexed	Boolean	If enabled, the column data will be indexed in the database <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Please note: When new columns are added they are filterable and sortable by default. This improves performance of filtering and sorting, but may affect the performance of additions</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; border-color: #f00;"> <p>If you are planning to use this custom_info field in Alert or Situation filters or you are planning to sort using this column, we recommend you enable the indexed option to aid filter loading performance Too many indexed columns may impact performance</p> </div>

Adjust the column width as required and change the order by dragging and dropping the new column where you would like it to be.

Click **Save Changes** to continue and confirm when prompted.

Alternatively, click **Revert Changes** to discard your changes.

Examples

Alert Column with Custom_info Data from Prompt

The custom_info field 'TPSLEVEL' is added to Alerts using a client tool with a prompt variable: 'Set TPS Level'.

Please note: For more information on how to set this tool up please [click here](#)

Right-click and select **Tools > Set TPS Level** tool or **Tools > Tools > Set TPS Level** to run the tool on an Alert:

	SEVERITY ↓	HOST	TYPE	OWNED BY	FIRST EVENT TIME	LAST EVENT TIME
<input checked="" type="checkbox"/>	✖ Critical	as100.lsburh.isp.acme.com (...)	tacplusNetSvrOp...		Last Monday 11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server12 (ssh)	TypeXYZ	Own	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server5 (ssh)	TypeABC	Assign ...	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server2 (ssh)	TypeABCD	De-Assign	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server2 (ssh)	TypeABCD	Acknowledge	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server2 (ssh)	TypeABCD	De-Acknowledge	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	as101.eabse.isp.acme.com (...)	tacplusNetSvrOp...	Set Severity >	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server13 (ssh)	TypeABC	Set Significance >	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server8 (ssh)	TestType1	Show Details ...	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server5 (ssh)	TypeABC	Show Timeline	11:24	Last Monday 11:24
<input type="checkbox"/>	✖ Critical	REST_server12 (ssh)	TypeXYZ	Tools >		Set LEVEL data for TPS
<input type="checkbox"/>	✖ Critical	REST_server5 (ssh)	TypeABC	Add to Situation ...		Server Tools ...

Select the TPS level on the prompt window that opens:

Set LEVEL data for TPS ✕

SELECT A TPS LEVEL...: LEVEL 1 ▼

CANCEL
OK

Right-click on the Alert, select **Show Details...** and **Custom Info...**

Custom Info ✕

```

1 - {
2 -   "eventDetails": {
3 -     "first_event_time": 1493029461
4 -   },
5 -   "LEVEL": [
6 -     "1"
7 -   ]
8 - }
```

To create the custom_info column, go to **System Settings > Columns > Alert Columns**.

Click **Columns > Add Column** and then configure the column as shown below:

TPS LEVEL	HOST	TYPE
Test String	server1	t1
Test String	serverA	t2
Test String	server2	t1
Test String	serverB	t1
Test String	serverA	t1

FIELD:

HEADER:

TYPE:

LINK DEFINITION:

INDEXED:

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Click **Save Changes** to continue.

The Alert Views will display the **TPS Level** column display custom_info data in the second column:

Open Alerts (~6856 alerts found)

✕ Status: Opened, Unassigned, Assigned, Acknowledged, Unacknowledged Filter

	SEVERITY ↓	TPS LEVEL	HOST	TYPE	OWNED BY
<input type="checkbox"/>	✕ Critical	1	as100.lsburh.isp.acme.com (...)	tacplusInetSvrOp...	
<input type="checkbox"/>	✕ Critical	1	REST_server12 (ssh)	TypeXYZ	
<input type="checkbox"/>	✕ Critical	3	REST_server5 (ssh)	TypeABC	
<input type="checkbox"/>	✕ Critical	1	REST_server2 (ssh)	TypeABCD	
<input type="checkbox"/>	✕ Critical	2	REST_server2 (ssh)	TypeABCD	
<input type="checkbox"/>	✕ Critical	2	as101.eabse.isp.acme.com (...)	tacplusInetSvrOp...	
<input type="checkbox"/>	✕ Critical	1	REST_server13 (ssh)	TypeABC	
<input type="checkbox"/>	✕ Critical	2	REST_server8 (ssh)	TestType1	
<input type="checkbox"/>	✕ Critical	1	REST_server5 (ssh)	TypeABC	
<input type="checkbox"/>	✕ Critical	2	REST_server12 (ssh)	TypeXYZ	
<input type="checkbox"/>	✕ Critical	1	REST_server5 (ssh)	TypeABC	