



RSS Specifications 1.0

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Overview

The R-U-ON platform makes data available via RSS feeds. The feeds can be used by a standard RSS reader or as an API for the purpose of loading events and tickets to a northbound system. For this purpose, the feeds are humanly readable yet formal enough for simple parsing. All R-U-ON widgets are built using these feeds.

The following feeds are available:

- Active alarms feed
- Agents status feed
- Alarm history feed (requires R-U-ON PRO).
- Tickets feed (requires R-U-ON Track).

All the feeds are available by clicking the RSS link on their respective pages on the R-U-ON site. Before implementing an API, it is a good idea to use these pages to see how the feeds behave.

For each feed, this document will describe the URL for fetching the feed and the resulting format.

R-U-ON feeds are implemented using RSS 2.0 over HTTP. This document assumes the reader's general understanding of these protocols.

Limitations

When using the feeds as an API, please do not hit the feed at extremely high frequency. All feeds have a TTL value (time-to-live), that describes how long, in minutes, you should wait before hitting it again. Please respect this value on average, allowing for spikes from time to time.

Active Alarms Feed

The Active Alarms feed shows all active alarms. You can select if you want to include alarms that were filtered out.

The URL for the feed is:

http://rss.r-u-on.com/rssalarms?id=ACCOUNT_ID&filtered

Each item in the result is an alarm, with the following format.

Title: AGENT: SEVERITY
 Description: Resource: RESOURCE

 DESCRIPTION

 DATE_TIME

 Group: GROUP
 link/guid: http://www.r-u-on.com/ctrl?action=alarms#AGENT_ID.RESOURCE@AID.TIME

ACCOUNT_ID: Account identifier (found on the account settings page).
 filtered (optional): Add this parameter if you want to include alarms that were filtered.
 AGENT: The agent's alias.
 SEVERITY: Alarm severity (Critical, Major, Minor).
 RESOURCE: Alarm resource
 DESCRIPTION: Alarm description
 DATE_TIME: The date and time the alarm went up, using the format selected by the user. Since this field is configuration sensitive, it is not advised to try and parse it.
 GROUP: The group to which the agent belongs. "None" if not associated to a group.
 AGENT_ID: The unique agent id (numeric).
 AID: Alarm type identifier.
 TIME: A numeric describing the time the alarm went up in milliseconds since midnight, January 1, 1970 UTC (note that a 64 bit integer is required).

Notes

When parsing use
 as the delimiter between the fields. In fields that contain a caption, you are encouraged to use it to identify the field. To achieve forward compatibility, note that future fields will be added at the end of the list.

All the variables in the guid fields are needed to uniquely identify an alarm.

Agent Status Feed

The agent status feed shows the list of configured agents and their current state.

The URL for the feed is:

http://rss.r-u-on.com/rssagents?id=ACCOUNT_ID

Each item in the result is an agent, with the following format.

Title: AGENT
 Description: Type: AGENT_TYPE

 OS: OS

 IP: LOCAL_IP

 Public IP: PUBLIC_IP

 Last contact: LAST_CONTACT

 State: STATE

 Severity: SEVERITY

 Uptime: UPTIME

 Group: GROUP
 link/guid: http://www.r-u-on.com/detail?agent=AGENT_ID

ACCOUNT_ID: The account identifier (found on the account settings page).
 AGENT: The agent's alias.
 AGENT_TYPE: The agent type (ServerOn, ProcessOn, ...)
 OS: Operating system the agent is running on
 IP: Agent's Local/Private IP address
 PUBLIC_IP: Agent's Wide/Public IP address
 LAST_CONTACT: The date and time of the last agent hit, according to the format selected by the user. Since this field is configuration sensitive, it is not advised to try and parse it.
 STATE: Agent's state (ON, OFF, Uninstalled, Expired)
 SEVERITY: Max severity of agent's alarms (Critical, Major, Minor, Okay).
 UPTIME: The uptime last reported by the agent (in seconds).
 DESCRIPTION: Alarm description
 GROUP: The group to which this agent belongs. "None" if not associated to a group.
 AGENT_ID: The unique agent id (numeric).

Notes

When parsing use
 as the delimiter between the fields. Use the field caption to identify it (and not it's position). To achieve forward compatibility, note that future fields will be added at the end of the list.

Alarm History Feed

The Alarm History feed lets you query the alarm history log, similar to the way you would using the Alarms Report page.

The URL for the feed is:

http://rss.r-u-on.com/rssalarmhistory?id=ACCOUNT_ID&criteria=CRITERIA

Each item in the result is an alarm, with the following format.

Title:	AGENT: SEVERITY
Description:	Resource: RESOURCE DESCRIPTION DATE_TIME Duration: DURATION Group: GROUP
link/guid:	http://www.r-u-on.com/ctrl?action=alarmsreport# AGENT_ID.RESOURCE@AID.TIME

ACCOUNT_ID:	The account identifier (found on the account settings page).
CRITERIA:	Include this parameter if you want to use a specific Saved Criteria for your query. Make sure you “url encode” this value. This parameter is optional. When omitted, default criteria is used: unfiltered alarms, since last logon.
AGENT:	The agent’s alias.
SEVERITY:	Alarm severity (Critical, Major, Minor).
RESOURCE:	Alarm resource
DESCRIPTION:	Alarm description
DATE_TIME:	The date and time the alarm went up, using to the format selected by the user. Since this field is configuration sensitive, it is not advised to try and parse it.
DURATION:	This value can equal to “Event” for events, “Active” for alarms that are still up or a string denoting the duration the alarm was in effect.
GROUP:	The group to which this agent belongs. “None” if not associated to a group.
AGENT_ID:	The unique agent id (numeric).
AID:	Alarm type identifier.

TIME: A numeric describing the time the alarm went up in milliseconds since midnight, January 1, 1970 UTC.

Notes

When parsing use
 as the delimiter between the fields. In fields that contain a caption, you are encouraged to use it to identify the field. To achieve forward compatibility, note that future fields will be added at the end of the list.

All the variables in the guid fields are needed to uniquely identify an alarm.

Alarm History Feed - API

The alarm history feed has an API mode that can be used to synchronize alarms between R-U-ON and a northbound system.

To use the alarm feed in API mode pass the following URL:

```
http://rss.r-u-on.com/rssalarmhistory?
id=ACCOUNT_ID&api=VERSION&fromUTC=FROM_TIME&toUTC=TO_TIME
```

Each item in the result is an alarm, with the following format.

```
Title:      AGENT: SEVERITY
Description: Resource: RESOURCE<br>
            DESCRIPTION<br>
            DATE_TIME<br>
            Duration: DURATION<br>
            Group: GROUP<br>
            UTC: TIME_UP
link/guid:  http://www.r-u-on.com/ctrl?action=alarmsreport#
            AGENT_ID.RESOURCE@AID.TIME
```

ACCOUNT_ID: The account identifier (found on the account settings page).

FROM_TIME: Only alarms that were raised after this point in time will be returned. This parameter is optional and defaults to the last user login. See UTC time format below.

TO_TIME: Only alarms that were raised prior to this point in time will be returned. This parameter is optional and defaults to now. See UTC time format below.

AGENT: The agent's alias.

SEVERITY: Alarm severity (Critical, Major, Minor).

RESOURCE: Alarm resource

DESCRIPTION: Alarm description

DATE_TIME: The date and time the alarm went up, using the format selected by the user. Since this field is configuration sensitive, it is not advised to try and parse it.

DURATION: This value can equal to "Event" for events, "Active" for alarms that are still up or a string denoting the time the alarm was in effect.

GROUP: The group to which this agent belongs. "None" if not associated to a group.

TIME_UP: The time this alarm was raised. See UTC time below.

AGENT_ID: The unique agent id (numeric).
 AID: Alarm type identifier.
 TIME: A numeric describing the time the alarm went up in milliseconds since midnight, January 1, 1970 UTC.

Max Rows

There is a limit on the number of items this feed will return for a given query. When this limit is reached, one more item is added to indicate that more items are available. This item includes a link that can be used to retrieve the next batch of rows.

Title: [MAX ALARMS REACHED]
 Description: Max alarms reached: VALUE

 Use the item link for more

 LINK
 guid: more
 link: LINK

VALUE: The number of alarms returned in this batch.
 LINK: A link that lets you retrieve the next batch of alarms, starting at the next alarm and ending at the time effective in the current query (toUTC).

Check if guid equals “more” to identify this item. The description is not intended to be parsed.

Notes

When parsing, use
 as the delimiter between the fields. In fields that contain a caption, you are encouraged to use it to identify the field. To achieve forward compatibility, note that future fields will be added at the end of the list.

All the variables in the guid fields are needed to uniquely identify an alarm.

UTC Time Format is: yyyy-mm-dd.hh:mm:ss (example: 2007-10-02.21:08:01). It is not affected by time zone configuration or day light saving.

Tickets Feed

The Tickets Feed lets you access Track Tickets.

You cannot use the feed to access the ticket's steps, just the title and its current state. You can use the link to access the ticket and its details (requires logon).

The URL for the feed is:

http://rss.r-u-on.com/rsstickets?id=ACCOUNT_ID&criteria=CRITERIA

Each item in the result is a ticket, with the following format.

Title: #TRK: TITLE
 Description: Opened By: OPENED_BY

 Opened At: OPENED_AT

 Status: STATUS

 Severity: SEVERITY

 Assigned To: ASSIGNED_TO

 Category: CATEGORY
 link/guid: <http://www.r-u-on.com/detail?tk=TRK>

ACCOUNT_ID: The account identifier (found on the account settings page).
 CRITERIA: Include this parameter if you want to use a specific Saved Criteria for your query. Make sure you “url encode” this value.
 When this parameter is omitted, the query uses the default criteria: All the user's open and resolved tickets.
 TRK: The ticket's id (track number).
 TITLE: Ticket's title
 OPENED_BY: The user that opened this ticket.
 OPENED_AT: The date and time the ticket was created, using the format selected by the user.
 Since this field is configuration sensitive, it is not advised to try and parse it.
 STATUS: The ticket's status (Open, Resolved, Closed)
 SEVERITY: Ticket severity (Critical, Major, Minor).
 ASSIGNED_TO: The user that is currently assigned with this ticket.
 CATEGORY: Ticket category. The value will be empty if no category is selected.

When parsing use
 as the delimiter between the fields. You are encouraged to use the field's caption to identify it (and not its position). To achieve forward compatibility, note that future fields will be added at the end of the list.