

HCLSoftware

HCL IntelliOps Event Management Release Notes Version 1.3

**HCL IntelliOps
Event Management**



Introduction

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Release Details

Product/Service Name	HCL IntelliOps Event Management (IEM)
Version Number	1.3
Release Month	July 2025
Release Period	July 2025
Size of the Release (KB/MB/GB)	N/A

Overview

The release notes capture the details of enhancements and functionalities introduced in the upgrade of our HCL IEM as part of its version 1.3 release

Features and enhancements

The Version 1.3 release of HCL IEM delivers enhanced intelligence, scalability, and operational control across the Noise, and Correlation Engines, along with major platform improvements through IMM portal upgrades and NiFi advancements. These features are designed to reinforce event accuracy, reduce noise, and streamline large-scale configurations for enterprise-grade observability.

What are the highlights?

The following are the enhancements/upgrades and features as part of HCL IEM v1.3:



Noise Engine Enhancements

- **Bulk entity uploads for maintenance via CSV:**

Operational teams can now upload multiple entities in single maintenance windows through structured CSV files for faster configuration during scheduled downtimes.

- **Clone maintenance rules:**

Easily duplicate and modify from existing maintenance configurations, saving time in recurring setups.

- **Advanced logical operators:**

Additional logical expressions are now supported to cover more nuanced operational conditions.

- **Maintenance rule identification in noise events:**

Each noise event now explicitly displays the name of the maintenance rule that placed it into maintenance. This enhances visibility and helps operators quickly trace and validate applied configurations during incident investigations.



Correlation engine improvements

- **Partial match conditions:**

Correlation rules now support partial pattern matches on group by clause, enabling more flexible and adaptive correlation logic.

- **Custom alert closure policies:**

Users can define how alerts should be auto-closed—whether just the primary alert, all related alerts, or no action, based on actionable resolution.



IMM portal upgrades

- **Event description enrichment:**

Event enrichment has been significantly improved to include deeper contextual metadata in event descriptions, aiding correlation and triage.

- **PostgreSQL 17.x support:**

Updated to support the latest PostgreSQL 17.x version

- **Connector performance monitoring:**

HCL IEM now receives heartbeats and performance alerts from all integrated connectors to ensure uptime and data flow integrity.

- **Support for multi-Instances of the same adapter in a single NiFi deployment for IMM:**

Enables deployment of multiple instances of the same adapter within a single NiFi deployment, enhancing flexibility for IMM workflows.

- **Single node NiFi deployment**

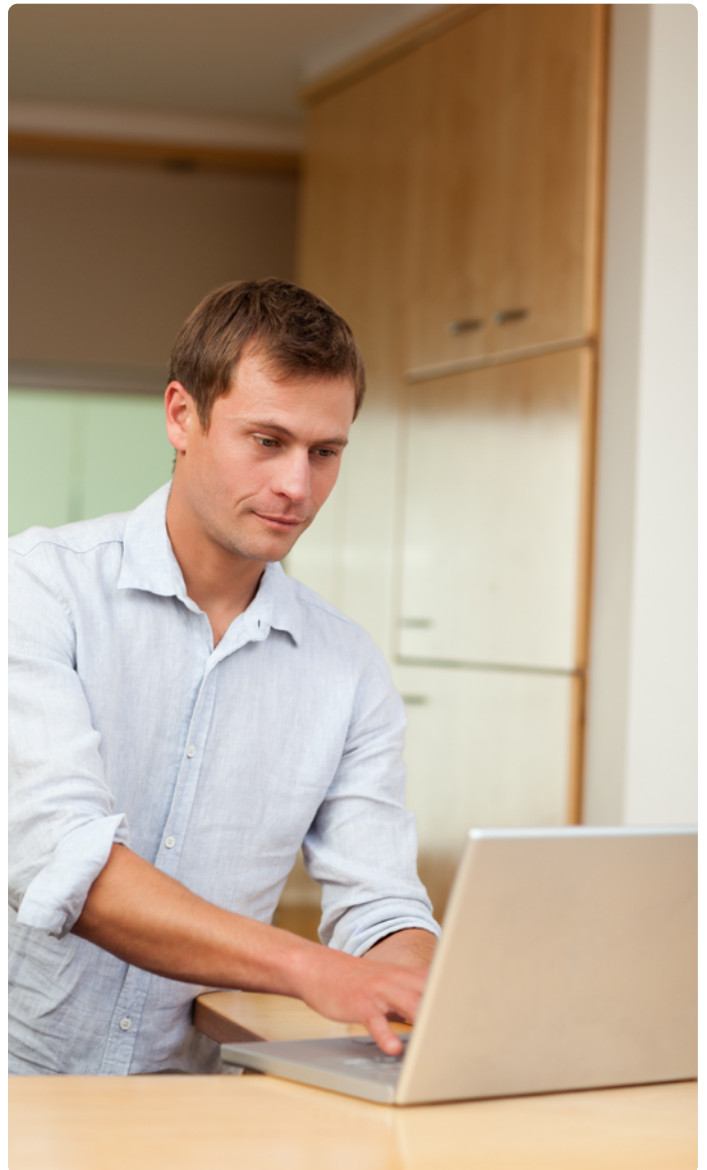
Automated deployment support for standalone NiFi setups is now available in the installer.



NiFi architecture upgrade

- **Upgrade from NiFi v1.23 to v2.2:**

Improved performance, UI, and security across all ingestion and processing pipelines through the upgraded NiFi version.



Release highlights



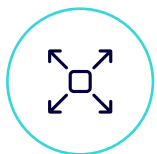
Smart correlation controls:

Introduced partial match logic and customizable alert closure policies, along with correlation rule change tracking.



Platform readiness:

Upgraded backend infrastructure with PostgreSQL 17.x compatibility and NiFi v2.2 adoption for better performance, security, and futureproofing.



Scalable noise management:

Streamlined large-scale maintenance rule management through CSV uploads, cloning features, and advanced logic support, enhancing operational agility.



Context-rich event enrichment:

Improved RCA and correlation effectiveness with deeper metadata enrichment and identification of maintenance rules within noise events.



Connectors available with IEM v1.3

S.No	Event Connectors	Status
01.	Amazon CloudWatch - Pull	Completed
02.	Amazon CloudWatch - Push	Completed
03.	Apache Kafka HTTP	Completed
04.	Apache Kafka (SASL) - For Plain text authentication	Completed
05.	Apache Kafka (SSL)	Completed
06.	Microsoft Azure	Completed
07.	DX Spectrum	Completed

S.No	Event Connectors	Status
08.	Elasticsearch (ELK)	Completed
09.	Email-IMAP	Completed
10.	Email-POP3	Completed
11.	Fluentd	Completed
12.	GCP	Completed
13.	Generic Rest	Completed
14.	Generic SNMP	Completed
15.	Generic Socket	Completed
16.	Generic Syslog	Completed
17.	Grafana	Completed
18.	Nagios	Completed
19.	Nimsoft	Completed
20.	OpenNMS	Completed
21.	RabbitMQ	Completed
22.	Science Logic	Completed
23.	SolarWinds SWO	Completed
24.	Splunk	Completed
25.	Sumo Logic	Completed
26.	Logic Monitor	Completed
27.	New Relic	Completed
28.	Zabbix	Completed
29.	vRealize Operations (vROps)	Completed
30.	Datadog	Completed
31.	App Dynamics	Completed

S.No	Event Connectors	Status
32.	Dynatrace	Completed
33.	System Center Operations Manager (SCOM)	Completed
34.	SolarWinds Hybrid Cloud Observability	Completed

S.No	Entity Connectors	Status
01.	App Dynamics	Completed
02.	Service Now	Completed

Known issues/limitations/restrictions

Following are the limitations/restrictions with respect to the features and functionalities released as part of our HCL IEM v1.3

Default data retention for user generated chat data is now 12 months.



For each device/customer there will be 4 events per day ingested on SaaS platform and each data point size is considered as 2 KB.



As per the fair usage policy 100 Event per Device per Month (Per Customer) is the capping.



There is an assumption of 20 correlation rules per customer.



Limited use-case implementation in integration with BigFix AEX

About

HCL IntelliOps Event Management can help an enterprise in its ambition to simplify and automate its IT Operations with the shortest time-to-value approach. With robust correlation and detection capabilities powered with the best in line AI algorithms and efficient integration management module, it minimizes human intervention with the goal of automating the process of automation itself, reducing implementation cycles to speed up ROI realizations and improve business outcomes. With our elaborate Event Management product, the operations team never misses critical or outage scenarios at the right time. This ensures availability of critical business services and infrastructure for an organization and learns from recurring scenarios to address common issues.

Support

For any queries/clarifications, please reach out to [Support](#)



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