HP Business Availability Center

for the Windows and Solaris operating systems

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Using My BAC

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PART II: USER INTERFACE

Welcome to This Guide

This guide describes how you set up My BAC so that users can view content such as HP Business Availability Center reports, external feeds, as well as customized Service Reports based on data from data sources from different applications, as portlets in their own personalized portals.

How This Guide Is Organized

The guide contains the following parts:

Part I My BAC

Describes how to define modules that can be accessed by your users through their My BAC portal, how to import and export the portlets that are included in the modules, how to personalize and use the My BAC portal, and how to create and use Service Reports based on data from data sources from different applications.

Part II User Interface

Describes, in detail, the dialog boxes and pages used to define modules, import and export portlets, personalize your My BAC portal, and create and manage Service Reports.

Who Should Read This Guide

This guide is intended for the following users of HP Business Availability Center:

- HP Business Availability Center administrators
- HP Business Availability Center end users

Readers of this guide should be knowledgeable about navigating and using enterprise applications, and be familiar with HP Business Availability Center and enterprise monitoring and management concepts.

Getting More Information

For a complete list of all online documentation included with HP Business Availability Center, additional online resources, information on acquiring documentation updates, and typographical conventions used in this guide, see the the *HP Business Availability Center Deployment Guide* PDF.

Part I

My BAC

1

My BAC

This chapter describes My BAC.

My BAC Administration Overview

Portlets are reusable Web components that display relevant information to portal users. Pages are collections of several portlets displayed together. Modules are packages of preconfigured pages that display portlets.

You, the My BAC administrator, create modules, add pages and portlets to the modules, and share the modules with selected users or security groups. Users can only view modules, pages, and portlets to which you have given them access rights.

Portlets display information relevant to users' business tasks, for example, HP Business Availability Center reports, or stock market prices. HP Business Availability Center includes portlets written and supported by HP. In addition, My BAC administrators and advanced users at customer sites can write their own portlets. Portlets written by industry-standard portlet providers can be imported into the system, provided they use the JSR168 standard.

My BAC displays the main portal page of the user either when the user logs in to HP Business Availability Center or when the user clicks the **My BAC** tab. You can change the default page for a specific user by clicking **SITE MAP** > **Change the Default Page** > **Personal Settings** > **Menu Customization**.

My BAC Portal Overview

My BAC portal is a view into HP Business Availability Center. The My BAC administrator has set up your My BAC portal to include reports that are of interest to you, as well as real-time views. The portal consists of modules, pages and portlets.

You, the user, can personalize your own portal, by adding pages or portlets to the portal, removing pages or portlets, rearranging existing pages and portlets, setting an automatic page rotation, and editing a portlet preferences to filter what is displayed in the portlet. You can also, in some of the portlets, use context menu options to drill down to other reports. For details on the context menu options available for each portlet, see the documentation for each portlet. For details, see "Select Portlets to Add Area" on page 103.

My BAC displays your main portal page either when you log in to HP Business Availability Center or when you click the **My BAC** tab. This is the page that the My BAC administrator has set up for you.

Java and WSRP Portlets

You can import Java and WSRP portlets:

- **Java Portlets.** Java portlets are portlets written in Java and imported into My BAC. Java portlets consist of a portlet definition file and the Java code.
- **WSRP Portlets.** Web Services for Remote Portlets (WSRP) are defined by a producer Web service. HP Business Availability Center can consume WSRP portlets from multiple sources:
  - Imported portlets using the WSRP producer URL. When you use such portlets, make sure the producer Web URL is available.
  - Imported portlets from portals supported by HP (for example, WebSphere, WebLogic, and HP products). When you use such portlets, make sure that HP Business Availability Center is running before you access the HP Business Availability Center WSRP portlets.

In addition, you can export WSRP portlets to other HP products. Export to third-party portals is limited to certain environments. For more information, see the My BAC Customer Support Knowledge Base article 49394.

Portlet Definitions

My BAC supports JSR 168 and WSRP standards-compliant portlets. This support is based on the Apache Reference implementations of two specifications: Pluto and WSRP4J. However, the specifications may not be complete in all areas or may be open to interpretation. HP has made design decisions to cover these areas.

JSR 168 represents the Java Portlet Specification V1.0 that was developed under the Java Community Process. The Java Portlet Specification defines a contract between the portlet container and portlets and provides a programming model for portlet developers.

Web Services for Remote Portlets (WSRP) is a standard for content aggregators, such as Web portals, to access and display content sources (that is, portlets) that are hosted on a remote server. WSRP is a protocol designed for accessing remote Portlets in a standard manner. The WSRP specification defines a web-service interface for interacting with interactive presentation-oriented web services.

WSRP portlets consist of a portlet definition file (in XML format) referencing the HTTP location of the WSRP portlet. Portlet definitions are XML files that define the look and feel of a portlet. Portlet definitions include such information as the type of portlet, user and security group access rights to the portlet, and filter definitions.

HP is committed to provide support for customers implementing these types of portlets, including debugging and diagnosing problems related to My BAC. HP does not extend that support to cover the debugging of custom portlet code or configuration files.

Module/Page Tree

In My BAC Admin, the tree of modules displays the modules, pages, and portlets created by the administrator in the Shared Pages pane, and your private pages and portlets in the Private Pages pane. All the pages that you see in both panes of the tree of pages are listed in the **Switch to Page** menu in My BAC.

The administrator uses the module tree to:

- Configure modules and pages
- Optionally, add user-defined pages to the modules
- Add portlets to pages

For details about the tree of modules, see “Configure <module_name> Dialog Box” on page 107.

The user uses the page tree to:

- Create private pages and add portlets to those pages, in the Private Pages pane.
- Copy modules or pages from the Shared Pages pane where the administrator module pages are displayed, to the Private Pages pane and edit them, depending on the type of access specified by the administrator.
- Create groups of pages in the Private Pages pane.

You can edit any element in the module/page tree by double-clicking it. You can use the buttons above the tree to add modules/pages/portlets, clone modules/pages, and more.

For details about the tree of pages, see "Edit Page Dialog Box" on page 124.

Note: If you have permission to see a portlet, you can display the page or module for which you do not have permission if the portlet is included in the page or module. Other portlets on the page or module display an error message.

Set Up Licenses

To access specific data source portlets you must make sure you have the appropriate licenses. The data sources are: Service Level Management, End User Management, Dashboard, CMDB, and SOA. For details, see "License Management" in *Platform Administration*.

Pre-Authenticated WSRP URLs

You can create a pre-authenticated WSRP URL to access My BAC portlets from another portal.

For details, see "Create WSRP URL Dialog Box" on page 121.

Import Portlets

Import a portlet using the steps listed in this section.

This task includes the following steps:

➤ "Import Portlet Definitions" on page 19

➤ "Configure a Portlet Definition" on page 19

➤ "Manage Portlet Categories" on page 20

Import Portlet Definitions

Import portlet definitions using one of the following methods:

➤ **One by one.** Use the Import Portlet Definition wizard. This consists in selecting an existing Java or WSRP portlet, entering portlet information, and configuring access to the portlet.

For details about Java or WSRP portlets, see "Java and WSRP Portlets" on page 16.

For details about importing portlet definitions, see "Import Portlet Definition Wizard" on page 135.

➤ **More than one portlet at a time or together with module definitions.** You import portlet definitions and modules in separate files or in one file. You would probably import a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment. For details, see "Import My BAC Objects Dialog Box" on page 134.

Configure a Portlet Definition

After you import a portlet definition, you can edit the portlet definition and its access type. For details, see "Configure Portlet Definitions Dialog Box" on page 114.

Manage Portlet Categories

During the procedures for importing or configuring a portlet definition, you select portlet categories that enable users to more easily find a specific portlet to add to their portal. My BAC categories include HP Business Availability Center applications such as Service Level Management, Dashboard, and End User Management. You can add, remove, or change the name of user-defined categories. For details, see “Manage Categories Dialog Box” on page 143.

Import Portlets and Modules

You can import one or more portlet and one or more modules in one file, or you can import each portlet or module in its own file. You would probably import portlet definitions or modules when upgrading the HP Business Availability Center version, or when moving data from a test or production environment. For details on importing objects, see “Import My BAC Objects Dialog Box” on page 134.

Set Up a Module

Setting up a module includes creating users and groups, creating a module (a module includes pages that contain portlets), sharing the module to make it available for copy and personalization to the allowed users (if the module is not shared, the allowed users view the module in read-only mode), add pages and portlets to the pages, and import user-defined pages.

This task includes the following steps:

- “Create Users and Groups” on page 21
- “Create a Module” on page 21
- “Configure Access to the Module” on page 24
- “Add Pages or User’s Pages to a Module” on page 24
- “Add Pages or User’s Pages to a Module” on page 24
- “Change the Order of the Pages in a Module” on page 25

- “Add Portlets to a Page” on page 25
- “Edit/Customize a Portlet” on page 26
- “Customize the Portlets in a Page” on page 26
- “Filter a Portlet Display” on page 27

Create Users and Groups

Create the users and groups that will use My BAC. For details, see “User Management Overview” in *Platform Administration*.

Create a Module

You create a module by:

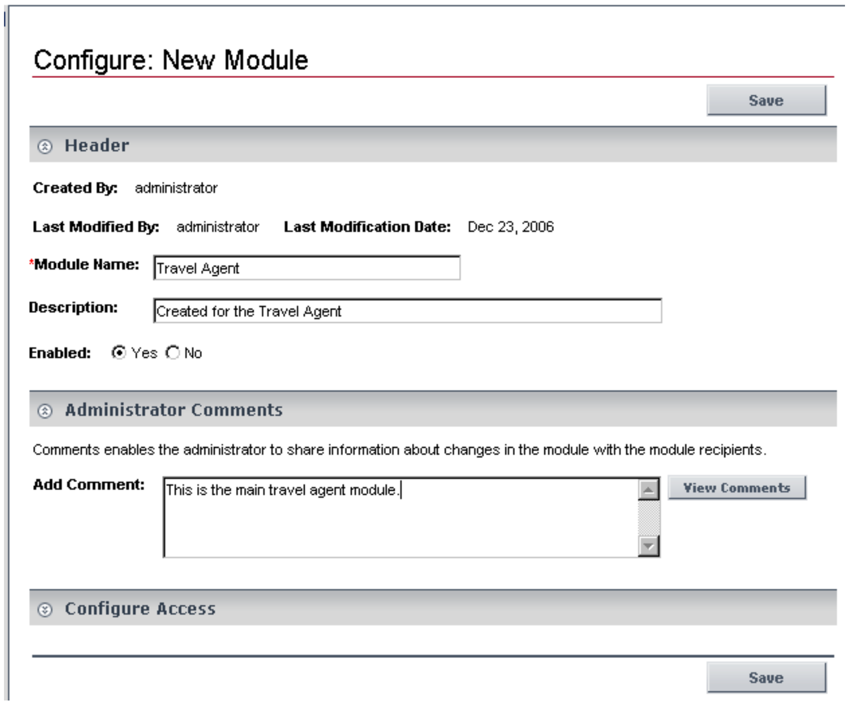
- **Creating a new module.** Define it by giving it a name and a description, and specifying if it is enabled or disabled. For details, see “Configure <module_name> Dialog Box” on page 107.
- **Cloning an existing module.** You clone a module from the module tree.

  Cloning a module saves time when you want to create slightly different modules. For example, you want to have a module present specific information for the past week and another module present the same information for the last month. You would create the module with the portlets presenting the information for the past week, then clone the module, and for each portlet, redefine the time period to the past month. For details, see “Edit Page Dialog Box” on page 124.

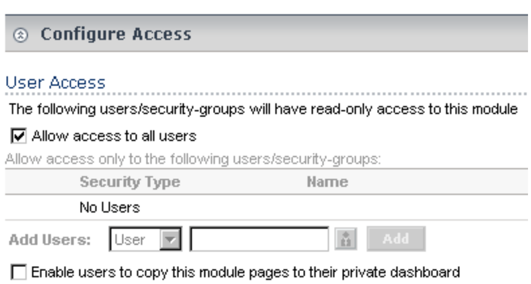
Example–Create a New Module

This example shows how to create a new module, enter administrator's comments, and select the type of access to the module.

1 Access the Configure: New Module screen and enter information as follows:

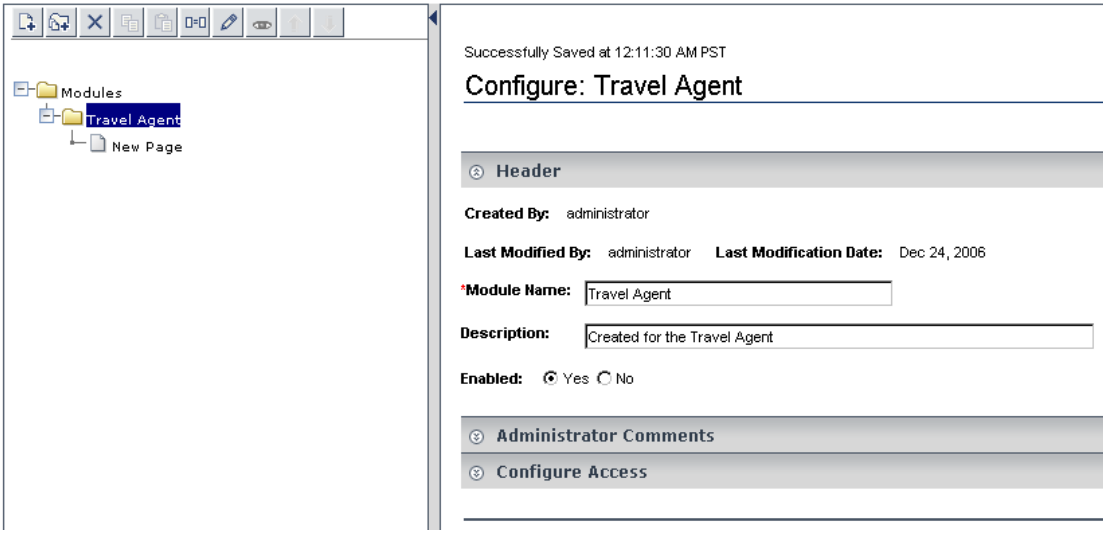


2 Expand **Configure Access** and select **Allow access to all users** in the **User Access** area.



3 Click **Save**.

The result is as follows:

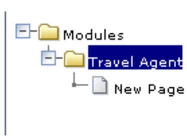


4 You can now add/modify comments or configure/modify access to the module. For details, see "Configure Access to the Module" on page 24.

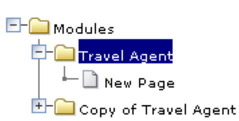
Example–Clone a Module

For example, you created the Travel Agent module and you want to create a clone of the module.

1 In the **Modules** tree, select the Travel Agent module, and click the **Clone** button.



2 The **Modules** tree displays the cloned module.



Configure Access to the Module

After you create a module, you must configure it. To configure a module:

- ➤ Add comments (optional).
- ➤ Specify the type of access: read-only, modify, or self-service.

For details about configuring the module, see “Configure <module_name> Dialog Box” on page 107.

Add Pages or User’s Pages to a Module

You can add blank pages or user pages to a module.

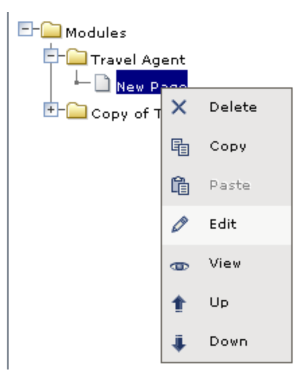
For details about adding an existing page to a module, see “Edit Page Dialog Box” on page 124.

For details about adding a user’s page to a module, see “Add a User’s Pages to Module Dialog Box” on page 104.

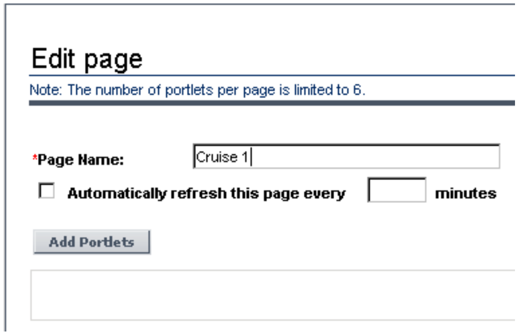
Example–Editing a Page

This example shows how to edit a page that is added in the module creation process.

1 Right-click **New Page** and select **Edit**.



2 Enter the name of the page.



3 You can then add portlets to the page. For details, see "Add Portlets to <page_name>/Add Portlets Dialog Box" on page 102.

Change the Order of the Pages in a Module

You can change the order of the pages in a module from the **Modules** tree. For details, see "Edit Page Dialog Box" on page 124.

Add Portlets to a Page

You can add portlets to a page you are creating or to an existing page. For details, see "Add Portlets to <page_name>/Add Portlets Dialog Box" on page 102.

Note: If a portlet is added to a page, and is then disabled, the portlet is removed from the page. If you re-enable the portlet it remains removed from the page and you must add it again to the page.

Set Up CMDB Portlets

Before you add a CMDB portlet to a page you must set it up by adding the IP addresses to a file listing the latitudes and longitudes of all countries. For details on setting up CMDB portlets, see "Set Up CMDB Portlets" on page 31.

Add an RSS Portlet to a Page

Adding an RSS portlet to a page is done using a different procedure. For details on setting up RSS portlets, see "RSS Area" on page 131.

Edit/Customize a Portlet

You can:

- Change the portlet's name.
- Modify the portlet category.
- Define the portlet display (narrow or wide).
- Specify if the portlet is enabled or not.
- Specify the portlet's type of access.

For details, see "Configure Portlet Definitions Dialog Box" on page 114.

Customize the Portlets in a Page

You can customize the appearance of the portlets in a page. You can:

- **Change the default number (6) of portlets that can be assigned to a page.** Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, click **Applications**, select **My BAC**, locate the **Maximum Number of Portlets Per Page** entry in the My BAC - My BAC table, and set the new maximum number of portlets. System performance might be affected if this value is larger than six. This setting is defined per HP Managed Software Solutions customer.
- **Standardize the height of portlets per customer.** Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, click **Applications**, select **My BAC**, locate the **Maximum height in pixels** entry in the My BAC - My BAC table, and set the maximum height (in pixels) for the portlet. The minimum recommended height for a portlet is 300 pixels. If you do not specify a value (default), each portlet uses the height that it needs.

Filter a Portlet Display

Depending on the type of portlet, you can select the type of information displayed in the portlet; for example, select a view, and specific CIs and Key Performance Indicator (KPIs). You can also select the type of display you want to use for the portlet; for example, displaying the View as Graph tab or the View as Table tab.

For details, see “Edit Preferences <portlet_name> Dialog Box” on page 127.

Personalize Your My BAC Portal

Your portal has been set up by the My BAC administrator and includes pages that are of interest to you. You can personalize your My BAC portal by creating groups of pages, creating private pages, adding portlets to pages, copying and moving pages, copying and moving portlets, specifying and running the pages rotation, and more.

This task includes the following steps:

Add Pages to Your Portal

To add pages to your portal, you can:

➤ **Add an empty page to your portal.** For details, see “Edit Page Dialog Box” on page 124.

➤ **Add shared pages.** Shared pages are either provided by HP or configured by your My BAC administrator. After you add a shared page to your portal, you can edit the page to meet your specific requirements. For details on adding a preconfigured page, see “Add Preconfigured Pages Dialog Box” on page 103.

Manage the Pages in Your Portal

You can manage your portal pages in the following ways:

- **Change the name of a page.** For details, see "Edit Page Dialog Box" on page 124 or "Configure Modules Dialog Box" on page 105.
- **Change the order of the pages.** For details, see "Configure Modules Dialog Box" on page 105.
- **Specify and run the page rotation.** For details, see "My BAC Page" on page 146.

Create a Group of Pages and Add Pages to the Group

You can organize your pages into logical groups according to how you want to use them. For example, if you want to monitor the same service for different time periods (past week and past month), create a group of pages that includes the monitoring portlets and set them up for the **Past Week** time period, and create another group of pages that includes the same monitoring portlets set up for the **Past Month** time period.

You can create standalone pages, with copies within groups, or pages can exist only within a group.

For details, see "Edit Group Dialog Box" on page 123.

Manage the Portlets in Your Portal

You can manage the portlets in your portal pages in the following ways:

- **Add portlets to a page.** You add portlets to a page you are creating a page or to an existing page.

  For details on adding a preconfigured page, see "Add Preconfigured Pages Dialog Box" on page 103.

  For details on adding a user or group preconfigured page, see "Users or Groups Dialog Box" on page 151.

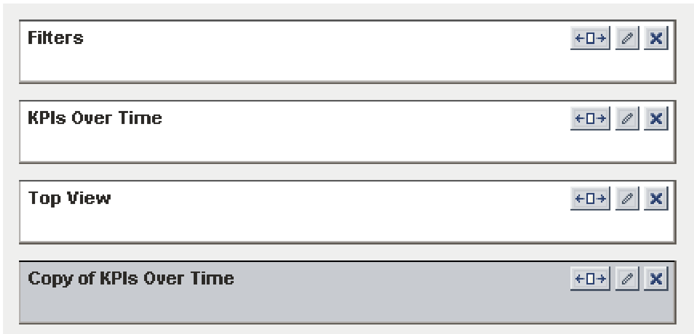
Note:

- If a portlet is added to a page, and is then disabled, the portlet is removed from the page. If you re-enable the portlet it remains removed from the page.
- Before you add a CMDB portlet make sure that it has been set up properly. For details, see “Set Up CMDB Portlets” on page 31.
- The procedure you use to add an RSS portlet is different from the regular procedure. For details on setting up RSS portlets, see “RSS Area” on page 131.

- **Modify a portlet, change its location on the page, and more.** You change the portlet location on the page, expand the portlet or shrink it, edit the portlet preferences, change the portlet title, copy/paste a portlet to the same page or move it to another page, or delete portlet information. For details on adding a preconfigured page, see “Add Preconfigured Pages Dialog Box” on page 103 or “Users or Groups Dialog Box” on page 151.
- **Edit/customize a portlet.** You edit a portlet by:
  - **Changing the portlet title.** Click the **Change Title** button and change the title in the Change Portlet Title dialog box.
  - **Modifying the portlet preferences.** Each portlet has different preferences. For details about portlet preferences, see “Edit Preferences <portlet_name> Dialog Box” on page 127.
  - **Modifying an SLM portlet advanced defaults.** For details about portlet preferences, see “Advanced Options Dialog Box” on page 105.

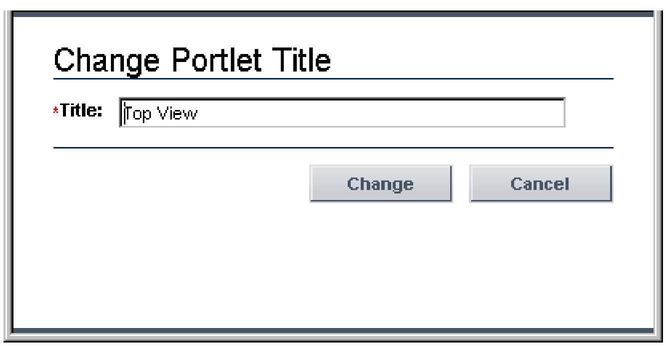
Example–Clone a Portlet

Clone a portlet if you want to show the same report but for a different time range. To clone the portlet, copy and paste it in the tree of pages/modules. A copy of the portlet is added to the bottom of the page.

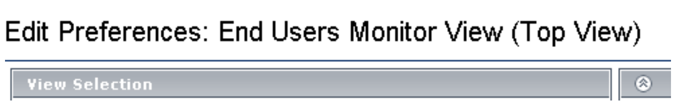


Example– Change a Portlet Title

Change the current title of the portlet in your portal page from Top View to End Users Monitor View. Edit the Top View portlet and click **Change Title** to open the Change Portlet Title dialog box. Enter the new title.



The Edit Preferences page of the portlet displays the new title and the default title included in brackets.



The new portlet title displayed in the portal is:

Export Portlets and Modules

You can export one or more portlets and one or more modules in one file, or you can export each portlet or module in its own file. Save the resulting XML file and import it into another HP Business Availability Center instance. You would probably export a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment.

For details on exporting objects, see "Export My BAC Objects Dialog Box" on page 132.

Set Up CMDB Portlets

During discovery, HP Business Availability Center maps all IPs in the system. You can attach physical location attributes (country, state, or city) to these IPs to enable information to be broken down in the CMDB portlets by location. For example, by linking IP addresses to certain locations, you can view the distribution across servers for operating systems, applications, network devices, and databases.

Set up the CMDB portlets by adding the IP addresses to a file listing the latitudes and longitudes of all countries.

For details on discovery, see "Discovery Overview" in *Discovery*.

To attach location attributes to IPs:

1. Open the following file: **<HP Business Availability Center root directory>mam_lib\collectors\probeManager\ip2location.csv**.
2. Find the country, state, and city where the IP is located.
3. Add the IP address to the Range1 cell.

You can add IP addresses in three formats:

➤ Single IP, for example, 192.168.82.100

➤ IP range, for example, 192.168.82.50-192.168.82.90

➤ Multi-IP range, for example, 192.168.*.*

You can add more than one IP address to the same location. Add the second IP address to the **Range2** column, the third IP address to **Range3**, and so on. See the following figure for examples of ranges linked to locations:

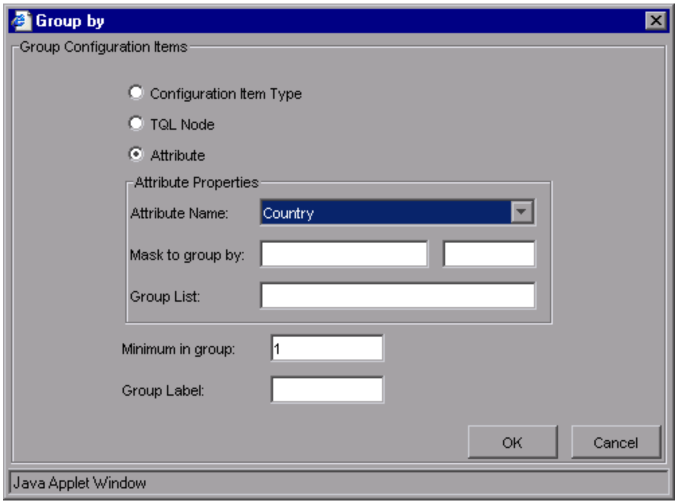
	A	B	C	D	E	F	G
1	GLO_ID	GLO_COUN	GLO_STAT	GLO_CITY	GLO_LATITUDE	GLO_LONGITUDE	Range1
3870	6983	United Kingdom		Hereford	52.06	-2.708	
3871	7302	United Kingdom		Hertford	51.795	-0.078	
3872	6703	United Kingdom		High Wycombe	51.633	-0.75	192.168.82.*
3873	11485	United Kingdom		Hoddesdon	51.758	-0.022	192.168.82.48
3874	7128	United Kingdom		Holyhead	53.31	-4.635	192.168.82.10-192.168.82.90
3875	11150	United Kingdom		Hornchurch	51.556	0.214	

Note: You cannot use this file to exclude ranges.

4 Save the file and restart the discovery probe: close the discovery probe DOS command window and restart the discovery probe (**Programs** > **Business Availability Center** > **Administration** > **Discovery Probe**).

Several hosts are running a J2EE application. During discovery, HP Business Availability Center checks **ip2location.csv** and finds ranges that cover the discovered host IP addresses.

HP Business Availability Center updates the country, state, and city attributes of each host IP CI. This process corresponds to the Group by process performed in Group by dialog box accessed from the View Node Definition dialog box in View Manager:



Use an Authenticated WSRP URL

When a consumer wants to use HP Business Availability Center as a producer for a WSRP portlet, the consumer can use the WSRP URL of the portlet to access the portlet without authentication or with authentication.

If the consumer creates the URL without credentials, when the user accesses the portlet, the HP Business Availability Center login page is displayed (if the user has Single Sign On this step is skipped), and then the portlet is displayed. If the consumer creates the URL with credentials, when the user accesses the portlet, he is automatically logged in with the credentials included in the URL.

Use a Non-Authenticated URL

Select **Admin** > **Platform** > **Users and Permissions**, and create a new user in the Create New User dialog box. Enter the same user name for the consumer user (in **User Name**) and for the HP Business Availability Center login (in **Login Name**). Passwords are not necessary. Access the WSRP URL page, select **Authenticate with user from WSRP consumer**, and click **Create**. Click **Copy** to copy the string where needed. For details, see "Create WSRP URL Dialog Box" on page 121.

When the consumer accesses the WSRP portlet, the authentication of the consumer user name is automatically performed in HP Business Availability Center using the user specified in the Create New User dialog box. The consumer is then presented with the HP Business Availability Center login page.

When using this method, consumer users can login to HP Business Availability Center as separate users, but each user is presented with the login page to HP Business Availability Center.

Use an Automatically Authenticated URL

Access the Create WSRP URL page, select **Automatically authenticate with the following credentials**, enter the consumer user name in the **User Name** box and the password in the **Password** box, and click **Create**. The user name and password are added to the WSRP URL string. Click **Copy** to copy the string where needed. For details, see "Create WSRP URL Dialog Box" on page 121.

After login to the consumer site, the user accesses the WSRP portlet directly without authentication.

When using this method, the user is not presented with the login page to HP Business Availability Center, but all users login to HP Business Availability Center with the same consumer user.

Use an HTML Portlet

Use the HTML portlet to enter your own HTML code that you want to display in a portlet in My BAC. You can then use the portlet like the other portlets. The code is not verified.

Use regular HTML code.

Note: Use the iframe tag to access a specific site.

Example

The following code accesses the HP site and has a background image:

```
<html>
  <body background='images\gui\logo_bg.gif'>
    <h2>HTML Portlet</h2>
    Displays your personal HTML portlet.
    <iframe src='http://www.hp.com' width=100%></iframe><br>
  </body>
</html>
```

The result is:

Deploy External Custom Java Portlets

Note: This section is for advanced users or administrators.

Java portlets that comply with the Java Portlet Specification can be imported and used in Dashboard. This section describes the processes used to deploy external Java portlets.

This task includes the following steps:

- "Implement the Portlet" on page 36
- "Create a Web Archive for the Portlet" on page 37
- "Create the MyPortletClass.class File" on page 37
- "Make the portlet-wrapper.jar File Available to your Web Archive" on page 37
- "Add the Portlet Section to the portlet.xml file" on page 37
- "Add a Servlet Mapping to Your HP Business Availability Center Descriptor File: web.xml" on page 39
- "PortletWrapperUtils API" on page 40
- "Import the New Portlet Definition" on page 40
- "Troubleshoot the Deployment of External Custom Java Portlets" on page 40

Implement the Portlet

Portlets must be coded according to the Java Portlet Specification (JSR 168 - see http://www.jcp.org/en/jsr/detail?id=168).

Example

You have coded a Java portlet called **my.package.MyPortletClass**, which is a subclass of javax.portlet.GenericPortlet.

Create a Web Archive for the Portlet

To separate standard Dashboard/Center code and custom portlet code, deploy your custom Java portlet in a separate web archive in the new directory **myWebArchive.jar** created in the deploy area of the Application Server for your archive located at:
<HP Business Availability Center root directory>\AppServer\webapps\site.war\WEB-INF\lib.

Note: Because **myWebArchive.jar** is deployed as part of HP Business Availability Center deployment, it may have an impact on the deployment of HP Business Availability Center.

Create the MyPortletClass.class File

In the Application Server, create the **MyPortletClass.class** class in **myWebArchive.jar**.

Make the portlet-wrapper.jar File Available to your Web Archive

For Dashboard to correctly process your portlet, make the **portlet-wrapper.jar** file available to your web archive located in the Dashboard distribution lib directory.

Place any other prepackaged Java libraries needed by your portlet in the **<HP Business Availability Center root directory>\AppServer\webapps\site.war\WEB-INF\lib** subdirectory, along with **portlet-wrapper.jar** files.

Add the Portlet Section to the portlet.xml file

This descriptor file defines the meta information needed by the portlet container to run your portlet.

Modify the descriptor file in the
<HP Business Availability Center root directory>\AppServer\webapps\site.war\WEB-INF\portlet.xml file.

Your portlet.xml should have the following structure:

```
<?xml version="1.0" encoding="UTF-8"?>
<portlet-app
 xmlns="http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd"
  version="1.0"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation=
        "http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd
  http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd">
<portlet>
    <!-- Specify a name you will use to refer to this portlet. -->
    <portlet-name>MyPortlet</portlet-name>
    <portlet-class>my.package.MyPortletClass</portlet-class>
<!-- Specify initialization parameters. Insert as many "init-param" tags as needed. -->
    <init-param>
      <name>param1Name</name>
      <value>param1Value</value>
    </init-param>
<!-- Specify how long (seconds) the portlet container should cache this portlet's content. -->
    <expiration-cache>0</expiration-cache>
<!-- Specify the modes available for this portlet. Available modes are "VIEW", "EDIT", and "HELP".
"VIEW" mode is not required by the portlet spec, but is an architectural requirement needed to
display the portlet. -->
    <supports>
      <mime-type>text/html</mime-type>
      <portlet-mode>VIEW</portlet-mode>
      <portlet-mode>EDIT</portlet-mode>
      <portlet-mode>HELP</portlet-mode>
    </supports>
<!-- Specify the set of preferences (if any) for this portlet, and default values.
         Insert as many "preference" tags as necessary. -->
    <portlet-preferences>
      <preference>
        <name>preference1Name</name>
        <value>preference1Default</value>
      </preference>
      <preference>
        <name>preference2Name</name>
        <value>preference2Default</value>
      </preference>
    </portlet-preferences>
  </portlet>
</portlet-app>
```

Add a Servlet Mapping to Your HP Business Availability Center Descriptor File: web.xml

Hook up your portlet to our central portlet-handling servlet in the main web configuration file web.xml.

Modify the <**HP Business Availability Center root directory**>**\AppServer\webapps\site.war\WEB-INF\web.xml** file as follows:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE web-app PUBLIC "-//Sun Microsystems, Inc.//DTD Web Application
2.3//EN" "http://java.sun.com/dtd/web-app_2_3.dtd">
<web-app>
  <display-name>My Portlet</display-name>
    <servlet>
    <servlet-name>MyPortletServlet</servlet-name>
    <display-name>My Portlet</display-name>
    <description>My Portlet Wrapper</description>
    <!-- This is the servlet used for all Dashboard portlet processing, and must be
specified exactly as follows. -->
    <servlet-class>
      com.mercury.dashboard.app.portal.PortletWrapperServlet
    </servlet-class>
    <init-param>
      <param-name>portlet-class</param-name>
      <param-value>my.package.MyPortletClass</param-value>
    </init-param>
  </servlet>

  <servlet-mapping>
    <servlet-name>MyPortletServlet</servlet-name>
    <url-pattern>/MyPortletServletPath/*</url-pattern>
  </servlet-mapping>
</web-app>
```

PortletWrapperUtils API

Add **portlet-wrapper.jar** to your class-path to allow you (as the portlet developer) to use its Dashboard Foundation-proprietary API. This API provides several tools you can use while developing portlets and help you be more aware of the portal environment. For example, you can use:

- **public static String getUserId(PortletRequest request)** to get the user ID for for the user who is invoking the portlet.
- **public static String getCustomerId(PortletRequest request)** to get the customer ID for the user who is invoking the portlet.
- **public static String getUniquePortletId(PortletRequest request)** to distinguish this portlet on the client (can be used as an HTML element id).
- **public static HttpServletRequest getHttpServletRequest(PortletRequest request)** to get the HttpServletRequest from the PortletRequest.

Import the New Portlet Definition

To import, use the portlet import wizard UI. In the HTML interface, select **Administration** > **Portlet Definitions** > **Import a Portlet Definition**, select to import a Java Portlet, and follow the wizard instructions to choose your new portlet and import it. For details, see “Import Portlet Definition Wizard” on page 135.

After you finish importing a new portlet definition, you can add the portlet to a page or a module.

Troubleshoot the Deployment of External Custom Java Portlets

- **I have HP Business Availability Center configured in a cluster. What else do I need to do to use my custom Java portlet?**
  This document describes deploying a custom portlet on a single Gateway server. Multiple Gateway servers must each have access to the custom portlet code. Therefore, you must repeat the steps outlined in this document to deploy your Java portlet to each distinct Gateway server file system.

  Or, as a shortcut, copy your web archive directory to the corresponding location on each Gateway server, and update each Gateway server's java_portlets.xml file accordingly.

If I need to make changes to my Java portlet after it's imported into HP Business Availability Center Dashboard, do I need to re-import it?
Delete the portlet definition from HP Business Availability Center. For details, see "Configure Portlet Definitions Dialog Box" on page 114. Then, stop and restart HP Business Availability Center and re-import the portlet definition. For details, see "Import Portlet Definition Wizard" on page 135.

➤ **If I need to make changes to my Java portlet after it's imported into HP Business Availability Center Dashboard, do I need to stop and restart the Gateway server?**
If your portlet uses JSPs, you can make modifications to the JSPs without needing to restart the Gateway server.

If you change the portlet's Java code, any of the descriptor files, or if you re-deploy your portlet's **war** file, you must stop and re-start the Gateway server.

IMPORTANT: JBoss's hot-deploy feature is not compatible with the Pluto portal. If you hot-deploy the portlet, it stops working for all of your users until you restart the Gateway server.

Upgrade My BAC

This section describes how to upgrade My BAC.

Run DBVERIFY

To work with your old My BAC in the new version, run DBVERIFY to upgrade the schema.

Upgrading the Schema, the Configuration and the Data

When you upgrade HP Business Availability Center from 6.x to 7.0, My BAC Schema is upgraded but the configuration and the data are not upgraded at that time. In such a case, when you try to open My BAC the following error message is issued:

My BAC upgrade was not completed. You cannot access My BAC application.
Contact your Administrator.

Additional errors are listed in the following file:
<HP Business Availability Center source directory>/ log/ejbcontainer/portal.log

Types of Access

Depending on the access definitions provided by the administrator at the module, page, or portlet level, the user can have read-only access or can copy pages from the Shared Pages area to the user Private Pages area and can be edited there.

Type of Access	What the Selected User/Security Group Can Do
Read-only access	The selected users/security groups have read-only access to the module or pages. The user can view the module pages in My BAC page but cannot modify those pages or the portlets in those pages.

Type of Access	What the Selected User/Security Group Can Do
Enable users to copy this module pages to their private dashboard	The selected users/security groups can copy the module pages to their private My BAC area. The user can view the module pages in My BAC page and can modify those pages and the portlets in the pages depending on the permissions for the portlets.
Administrator Access	For future use. Currently, users with the administrator permission can modify all modules, all the module pages, and all the portlets on the pages. For details about the administrator permissions and where to set them, see "User Management Overview" in *Platform Administration*.
Self-Service Access	The selected users/security groups can add this module to their My BAC portals as preconfigured pages. The user can view the module pages in My BAC page and can modify those pages and the portlets in the pages depending on the permissions for the portlets. Pre-configured modules or pages are optional. The user can copy them to his private My BAC dashboard area. They are not listed in the shared area. They are accessible only by clicking the **Add Preconfigured Pages** button in Personalize My BAC. For details, see "Add Preconfigured Pages Dialog Box" on page 103.

Note: In My BAC Dashboard, you see the private pages you created in My BAC, the pages that you are allowed to copy and modify, and the read-only pages prepared by the administrator, filtered by the permissions defined for the modules and portlet definitions in Platform Administration. For example, you see the pages of the module and the portlets for which you have permissions; the other portlets in the page do not display data and include an error message that indicates that you do not have permission to view the portlet. For details about the permissions defined in Platform Administration, see "User Management Overview" in *Platform Administration*.

Portlet Categories

Different categories of portlets displaying different applications can be added to My BAC pages and modules.

This different categories are:

- "BPI Integration" on page 45
- "Dashboard" on page 45
- "End User Management" on page 47
- "General" on page 50
- "Report Builders" on page 51
- "Service Level Management" on page 51
- "SOA" on page 53
- "UCMDB" on page 55

BPI Integration

Portlet Name	Description
Business Flow Diagram	Displays the Flow diagram of a BPI business process that corresponds to the selected CI. For details, see "Business Process Insight Portlet" on page 56.
Business Flow Thresholds	Displays the Metric thresholds for a BPI business process that corresponds to the selected CI. For details, see "Business Process Insight Portlet" on page 56.

Dashboard

Portlet Name	Description
Console	Displays the components of the active Dashboard view organized into the same hierarchy tree format that you defined for the CIs in Dashboard Administration. For details, see "Console Page" in *Using Dashboard*.
Custom Map	Displays a map for the selected view with the view's CIs represented by real-time status indicators and a background custom image that describes the real world that your view represents. For details, see "Custom Map Page" in *Using Dashboard*.
Filters	Displays, in a flat non-hierarchical way, the CIs that match the following criteria: they belong to the selected view, and at least one of their KPIs has the status specified in the active filter. For details, see "Filters Page" in *Using Dashboard*.
Geographical Map	Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location. For details, see "Geographical Map Page" in *Using Dashboard*.

Portlet Name	Description
KPIs Distribution Over Time	Displays the distribution over time of the status of selected CIs and KPIs. For details, see “KPIs Distribution Over Time Report” in *Using Dashboard*.
KPIs Over Time	Displays the status or value, over time, of selected CIs and KPIs. For details, see “KPIs Over Time Report” in *Using Dashboard*.
KPIs Summary	Displays the statuses summary of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Summary Report” in *Using Dashboard*
KPIs Trend	Displays the statuses trend of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Trend Report” in *Using Dashboard*.
Top View	Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs. For details, see “Top View Page” in *Using Dashboard*.
Topology Map	Displays a topology map that represents a pattern or an instance view (defined in View Manager) with the view's CIs and relationships. For details, see “Topology Map Page” in *Using Dashboard*.

End User Management

Portlet Name	Description
End User - Least Available Locations	Displays least available locations for Business Process Monitor across all profiles, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see "Snapshot Viewer Page" in *Using End User Management*.
End User - Least Available Transactions	Displays least available transactions for Business Process Monitor across all profiles, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see "Snapshot Viewer Page" in *Using End User Management*.
Real User End Users by Page Summary	Displays data for a selected Web page configured for Real User Monitor in End User Management Administration, broken down by end-user groups. For details, see "End Users by Page Report" in *End User Management*.
Real User End Users by Transaction Summary	Displays general, availability, total performance, net performance, or server performance data for each end-user group that ran the transaction you selected. For details, see "End Users by Transaction Report" in *End User Management*.
Real User Event Analysis by End User Groups	Displays data for a selected event type, broken down by end-user groups. For details, see "Event Analysis Report" in *End User Management*.
Real User Event Analysis by Pages	Displays data for a selected event type, broken down by pages. For details, see "Event Analysis Report" in *End User Management*.
Real User Event Analysis by Servers	Displays data for a selected event type, broken down by servers. For details, see "Event Analysis Report" in *End User Management*.

Portlet Name	Description
Real User Monitor - Least Available Applications	Displays least available applications for Real User Monitor for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see "Overview of Status Snapshot" in *Using End User Management*.
Real User Monitor - Slowest Applications	Displays slowest applications for Real User Monitor, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see "Overview of Status Snapshot" in *Using End User Management*.
Real User Monitor Application Errors Summary	Displays a summary of application errors in monitored applications, configured in End User Management Administration. For details, see "Pages with Most Errors" in *Using End User Management*.
Real User Monitor Event Count	Displays data for all events, or sessions with events, in monitored applications, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.
Real User Monitor HTTP Errors Summary	Displays a summary of HTTP errors in monitored applications, configured in End User Management Administration. For details, see "Pages with Most Errors" in *Using End User Management*.
Real User Monitor Informational Events Summary	Displays a summary of informational events in monitored applications, configured in End User Management Administration. For details, see "End User Summary Report" in *Using End User Management*.
Real User Monitor Performance Events Summary	Displays a summary of performance events in monitored applications, configured in End User Management Administration. For details, see "Event Summary Report" in *Using End User Management*.
Real User Page Availability Over Time	Displays details of the availability for the selected Web page over the course of time. For details, see "Page Over Time Report" in *Using End User Management*.

Portlet Name	Description
Real User Page Breakdown Over Time	Displays details of the breakdown for the selected Web page over time. For details, see “Page Over Time Report” in *Using End User Management*.
Real User Page Hits Availability Over Time	Displays details of the hits availability for the selected Web page over time. For details, see “Page Over Time Report” in *Using End User Management*.
Real User Page Performance Over Time	Displays details of the performance for the selected Web page over time. For details, see “Page Over Time Report” in *Using End User Management*.
Real User Page Summary	Displays data for specific Web pages that were configured for Real User Monitor in End User Management Administration. For details, see “Page Summary Report” in *Using End User Management*.
Real User Server Over Time	Displays a graph and table of the server’s page hits and availability over time. For details, see “Server Over Time Report” in *Using End User Management*.
Real User Server Summary	Displays data for specific Web pages on the server that were configured for Real User Monitor in End User Management Administration. For details, see “Page Summary Report” in *Using End User Management*.
Real User Transaction Availability Over Time	Displays details of the availability for the selected transaction, over time. For details, see “Transaction Over Time Report” in *Using End User Management*.
Real User Transaction Breakdown Over Time	Displays details of the breakdown for the selected transaction, over time. For details, see “Transaction Over Time Report” in *Using End User Management*.
Real User Transaction Hits Availability Over Time	Displays details of the availability for the selected transaction, over time. For details, see “Transaction Over Time Report” in *Using End User Management*.
Real User Transaction Performance Over Time	Displays details of the performance for the selected transaction, over time. For details, see “Transaction Over Time Report” in *Using End User Management*.

Portlet Name	Description
Real User Transaction Summary	Displays data for specific transactions that were configured for Real User Monitor in End User Management Administration. For details, see "Transaction Summary Report" in *Using End User Management*.
Triage Report - Error Details	Displays error details for Business Process Monitor. For details, see "Triage Report" in *Using End User Management*.
Triage Report - Error Summary	Displays a summary of errors organized by error type for Business Process Monitor. For details, see "Triage Report" in *Using End User Management*.
Triage Report - Raw Data	Displays raw data information for Business Process Monitor. For details, see "Triage Report" in *Using End User Management*.
Triage Report - Transaction Breakdown	Displays a breakdown over time of response time data for Business Process Monitor. For details, see "Triage Report" in *Using End User Management*.
Triage Report - Transaction Group by Location	Displays an in-depth picture of the performance of transactions grouped by locations for Business Process Monitor. For details, see "Triage Report" in *Using End User Management*.

General

Portlet Name	Description
HTML Portlet	Displays any HTML content
RSS Portlet	RSS (Really Simple Syndication) is an XML-based format for sharing and distributing Web content, such as news headlines. For details, see "RSS Portlet" on page 59.
Welcome to My BAC Application	Displays an introduction to the My BAC Application. For details, see "Welcome to My BAC Application Portlet" on page 58.

Report Builders

Portlet Name	Description
Custom Query Builder	Displays a table of data retrieved from the database, answering to a Generic Reporting Engine API query. For details, see "Custom Query Builder" in *Custom Reporting and Alerting*.
Service Report	Displays a personalized table report constructed over several data sources. For details, see "Service Report User Interface" on page 153.

Service Level Management

Portlet Name	Description
SLA Status Portlet	Displays the SLA forecast status for the end of a calculation period, compared with the current SLA status. For details, see "SLA Status Report" in *Using Service Level Management*.
SLA Summary Portlet	Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, time period. For details, see "SLAs Summary Report" in *Using Service Level Management*.
SLM CI Impact Portlet	Displays the results for a CI across all SLAs in which the CI is defined, filtered by KPI, time interval, calendar, time period. For details, see "CI Impact Report" in *Using Service Level Management*.
SLM CI Status Portlet	Displays the results for a CI and its descendants. For details, see "CI Status Report" in *Using Service Level Management*.
SLM CI Summary Portlet	Displays a summary of all CIs for a specific SLA. For details, see "CI Summary Report" in *Using Service Level Management*.
SLM CIs Over Time Portlet	Displays CIs over a time period, for a selected SLA. For details, see "CIs Over Time Report" in *Using Service Level Management*.

Portlet Name	Description
SLM CIs Over Time vs. Target Portlet	Displays defined targets superimposed on the data of CIs for a selected SLA. For details, see “CI Over Time vs. Target Report” in *Using Service Level Management*.
SLM Outage Breakdown Portlet	Displays breakdown of all outages for selected CIs for one SLA, for specific calendar. For details, see “Outage Breakdown Report” in *Using Service Level Management*.
SLM Outage Summary Portlet	Displays the periods of time during which measurements (transaction, monitor, sample) failed, that is, did not meet criteria defined in the KPI's business rule. For details, see “Outage Summary Report” in *Using Service Level Management*.
SLM Outages Distribution Portlet	Displays a distribution of outages for selected CIs. For details, see “Outage Distribution Report” in *Using Service Level Management*.
SLM Time Range Comparison Portlet	Displays the status of four levels of CIs: a CI's status (can be an SLA) and the statuses of the CI's children, organized by time range, for a selected KPI and calendar. For details, see “Time Range Comparison Report” in *Using Service Level Management*.
Worst-Performing SLAs - Current Periods Portlet	Displays the latest status of the ten worst-performing SLAs. For details, see “Worst-Performing SLAs – Current Periods Area” in *Using Service Level Management*.
Worst-Performing SLAs - Previous Periods Portlet	Displays the worst-performing SLAs for the past six months. For details, see “Worst-Performing SLAs – Previous Periods” in *Using Service Level Management*.

SOA

Portlet Name	Description
Least Active Web Service/Operation	Displays the five Web services/operations that received the lowest number of calls (that is, were least used), during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
Least Available Web Service/Operation	Displays the availability of the five Web services/operations with the lowest availability, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
Most Active Web Service/Operation	Displays the five Web services/operations with the highest number of calls, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
Slowest Web Service/Operation	Displays the five slowest Web services/operations in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*.
SOA Consumer Summary	Displays specific metrics for all of the consumers accessing the selected Web services or operations in a selected view. For details, see "Consumer Summary Report" in *Solutions and Integrations*.
SOA Metrics Over Time	Displays the performance, over time, measuring access to selected Web services or operations, by a server, or a consumer. For details, see "Metrics Over Time Report" in *Solutions and Integrations*.
SOA Server Summary	Displays the health metrics for all of the servers on which the selected Web services or operations are running. For details, see "Server Summary Report" in *Solutions and Integrations*.
SOA Worst Consumers	Displays the successful and faulty calls of the worst five consumers accessing the selected Web services, operations, or servers. For details, see "Consumer Summary Report" in *Solutions and Integrations*.

Portlet Name	Description
SOA Worst Servers	Displays the successful and faulty calls of the worst five servers accessing by the selected Web services, operations, or consumer. For details, see "Server Summary Report" in *Solutions and Integrations*.
Web Service/Operation With Most SOAP Faults	Displays the five Web services/operations with the largest number of received SOAP faults, during the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*
Web Service/Operation With Slowest Number of Calls	Displays the five Web services/operations with the highest number of slow calls, in the selected time frame of the report. For details, see "Top Metrics Report" in *Solutions and Integrations*
Web Services/Operations Health Summary	Displays health metrics for the selected Web services, or operations in a selected view. For details, see "Health Report" in *Solutions and Integrations*.

UCMDB

Portlet Name	Description
Changed Applications	Displays the number of detected changes in applications within a defined period. For details, see “Changed Applications” in *IT World Model Management*.
Changed Views	Displays a bar graph showing the number of changes that occurred in a specific view within a defined period. For details, see “Changed Views” in *IT World Model Management*.
CMDB Overview	Displays general CMDB statistics. For details, see “CMDB Utilization” in *IT World Model Management*.
Database Breakdown	Displays a pie chart showing the breakdown of database types and versions. For details, see “Database Breakdown” in *IT World Model Management*.
Delete Candidates	Displays a bar graph showing the CIs and relationships that were deleted within a defined period and the ones that are about to be deleted. For details, see “Delete Candidates Overview” in *IT World Model Management*.
Discovery Job Errors Report	View Discovery jobs that currently have errors. For details, see “Discovery Job Errors Report” in *Discovery*.
Discovery Job Statistics Report	View statistics for Discovery jobs. For details, see “Discovery Job Statistics Report” in *Discovery*.
Host O/S Breakdown	Displays a breakdown of operating systems. You can view all deployed operating systems or you can view data for operating systems at a certain location or running on a certain subnet. For details, see “Host O/S Breakdown” in *IT World Model Management*.

Portlet Name	Description
Major Application Type Breakdown	Displays a breakdown of major applications and their versions. You can view all applications deployed in the system or you can view data for applications at a certain location. For details, see "Major Application Type Breakdown" in *IT World Model Management*.
Network Device Breakdown	Displays a breakdown of network devices and their manufacturers. You can view all network devices deployed in the system or at a certain location. For details, see "Network Device Breakdown" in *IT World Model Management*.
Number of Changes	Displays a bar graph showing the number of detected changes in a CIT within a defined period. You can also view the breakdown of the types of changes that occurred for the CIT and its descendants. For details, see "Number of Changes" in *IT World Model Management*.

Business Process Insight Portlet

The Business Process Insight portlets display data obtained from the HP Business Process Insight application.

The Business Process Insight portlets are included in the BPI Integration category.

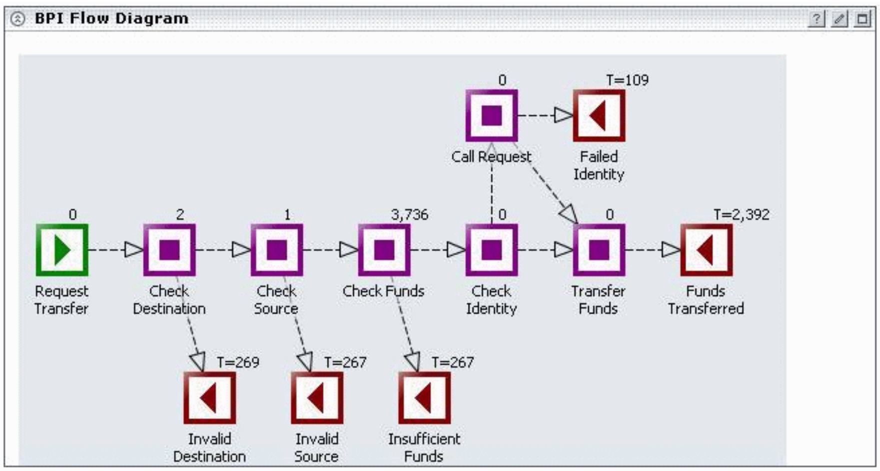
For additional information about the integration of HP Business Process Insight data into HP Business Availability Center, see "Integrate HP Business Process Insight Data Into HP Business Availability Center" in *Solutions and Integrations*.

This section includes the following topics:

- "Business Flow Diagram Portlet" on page 57
- "Business Flow Thresholds Portlet" on page 58

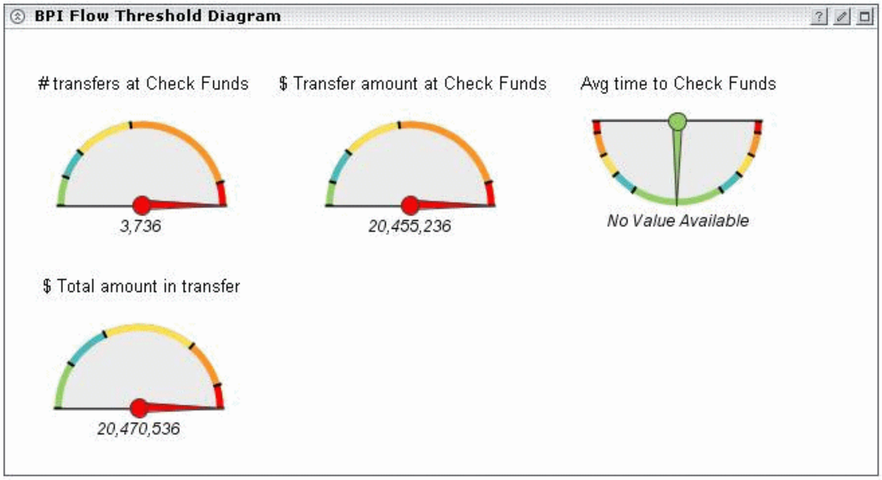
Business Flow Diagram Portlet

This portlet displays the Flow diagram of a BPI business process that corresponds to the selected CI. For more information, see HP Business Process Insight documentation.



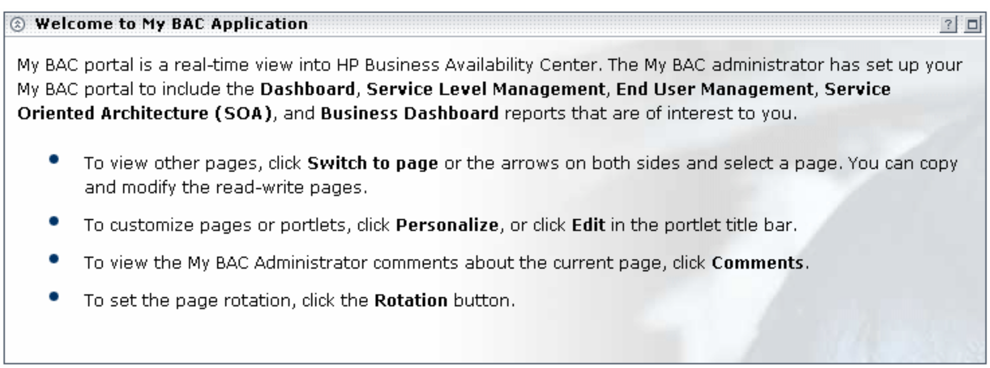
Business Flow Thresholds Portlet

This portlet displays the Metric thresholds for a BPI business process that corresponds to the selected configuration item. For more information, see HP Business Process Insight documentation.



Welcome to My BAC Application Portlet

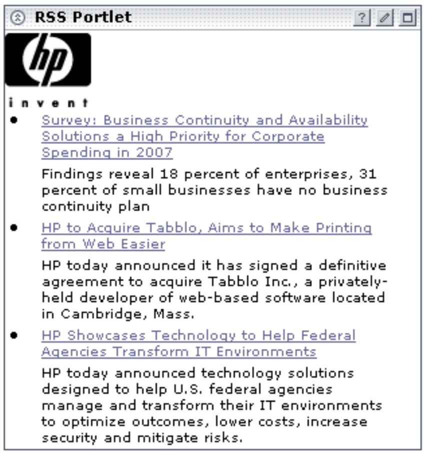
The Welcome to My BAC Application portlet displays an introduction to My BAC that explains how to work with the My BAC application.



RSS Portlet

The RSS portlet displays an Real Simple Syndication (RSS) feed: RSS is an XML-based format for sharing and distributing Web content such as news headlines.

The My BAC RSS parser supports RSS versions 1 and 2. To view RSS portlets, HP Business Availability Center must have access to the Internet.



The procedure for adding an RSS portlet is different than that for adding other portlets. For details, see RSS Area in "Edit Preferences <portlet_name> Dialog Box" on page 127.

Default Module

By default, My BAC includes an out-of-the-box default module that includes the following pages and portlets:

- Dashboard page:
  - Top View
  - Filters
  - Welcome to My BAC Applet

- Dashboard Reports:
  - KPIs Trend
  - KPIs Summary
  - KPIs Distribution Over Time
- Service Level Management:
  - Worst Performing SLAs - Previous Periods Portlets
  - Worst Performing SLAs - Current Periods Portlets
- End User Management:
  - End User - Least Available Locations
  - End User - Least Available Transactions
- SOA:
  - Web Service/Operation With Slowest Number of Calls
  - Slowest Web Service/Operation
  - Least Active Web Service/Operation
  - Least Available Web Service/Operation
  - Most Active Web Service/Operation
  - Web Service/Operation With Most SOAP Faults

My BAC also includes the out-of-the-box UCMDB default module that includes the following pages and portlets:

- CMDB:
  - CMDB Utilization
  - Delete Candidates
  - Host O/S Breakdown
  - Database Breakdown
  - Major Application Type Breakdown

- Network Device Breakdown
- Change:
  - Number of Changes
  - Changed View
  - Changed Applications
- Discovery:
  - Discovery Job Report
  - Discovery Job Errors

For more details about the portlets, see "Portlet Categories" on page 44.

Note: A user cannot edit the Default Module and the default UCMDB module in My BAC. A user with administrative permissions can edit the default modules in My BAC Administration.

WSRP Portlets on Solaris with an IPlanet Web Server

If you are using WSRP portlets and HP Business Availability Center is running on Solaris with an IPlanet Web Server, in the IPlanet obj.conf file under the line **NameTrans fn="assign-name" from="/topaz/dashboard/*" name="J2FRedirect"**, add the line: **NameTrans fn="assign-name" from="/dashboard/*" name="J2FRedirect"**

Change the Status Alert Sound

If you want to use a different alert sound and you are a user with administrative permissions, access **<HP Business Availability Center server root directory>\AppServer\ webapps\site.war\bam\ pages\sounds** and replace the **ding.wav** file with your own WAV file (you must rename your file **ding.wav**).

Note: The change takes effect immediately.

Troubleshooting and Limitations

This section includes My BAC troubleshooting and limitations.

- **Customer support.** To facilitate diagnosis, customers reporting problems to Customer Support are required to provide a simple, reproducible case that demonstrates the error in the My BAC portal.
- **CMDB portlets.** To view the CMDB portlets and the CMDB category in the list of available portlets, you must have performed the procedure described in “Set Up CMDB Portlets” on page 31.
- **Access to a portlet definition.** Access is given, by default, to all users and all administrators. If you assign access rights to specific users or security groups, or to specific administrators, My BAC removes the All Users or All Portlet Definition Administrators security type from the list and replaces the type with the user, security group, or administrator you chose.
- **WSRP portlets.** To be able to view HP Business Availability Center WSRP portlets, a user must, at least once, login to the HP Business Availability Center application and open the My BAC application every time HP Business Availability Center has been restarted.

2

Service Report

This chapter includes the main concepts of the Service Report.

Service Report Overview

Service Reports are based on data from data sources from the Service Level Management or Dashboard application.

You can create a Service Report by selecting the Service Report portlet in My BAC, or by adding the Service Report component to a custom report.

For details about custom reports, see "Custom Report Manager" in *Custom Reporting and Alerting*.

Dimensions and Measurements

The Service Report uses data from the CMDB and Profile databases corresponding to the data source of the different applications. These databases are configured for Online Analytical Processing (OLAP) and employ a multidimensional data model. The multidimensional data model creates a matrix of measurements and dimensions (cube) that maps and links them in a specific way for each application.

This section includes the following topics:

Dimensions and Measurements Overview

When you configure a Service Report as a portlet in My BAC or as a component in a custom report, you specify the source of the data, and you select the dimensions and measurements available from the data source that you want to display in the report.

For example, when you create an SLA in Service Level Management, you specify properties such as SLA name, Customer, Provider, and so on, which you use to get information about the status of the SLA. All the properties can be used as dimensions in Service Reports for the Service Level Management application. For details, about the SLA properties, see "Agreement Wizard" in *Using Service Level Management*.

The measurements that are available depend on the dimensions and on the data sources you selected. The measurements are the parameters of the dimensions. For example, the measurements of the SLA dimension are the attributes of the SLA: Customer, Provider, Value, Objectives, and so on.

When you select one or more data sources in the Service Report wizard, the dimensions and the measurements are linked by a map. Those links have an impact on the elements that you can select when building the report and on the possible location of those elements in the report. For details about the maps, see the **General Reference** section in this chapter.

Note: When you select more than one data source in the Service Report Builder wizard, the dimensions and measurements maps are combined.

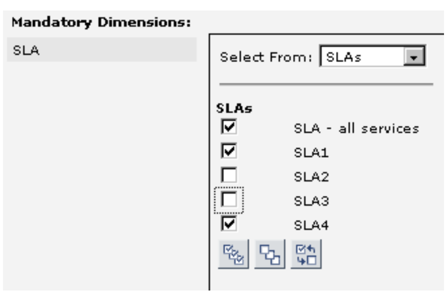
Impact of the Dimensions/Measurement Selection on the Report Structure

Some measurements automatically assume a specified position in the Service Report; for example in the Service Level Management - SLA Status Data data source, the SLA Overall Status measurement has a one-to-one link to the SLA dimension and is automatically orthogonal to the SLA dimension in the report. For details, see "Service Level Management - SLA Status Data Dimensions and Measurements Map" on page 90.

Other measurements (such as Forecast Status, or SLA Breached Date) have a one-to-many relation with multiple dimensions. In addition they are linked to the same dimensions (they are in the same box in the map; see "Select the Dimension Filters" on page 161). Therefore, they do not have an automatic position in the report, and you must select where you want them to be displayed by selecting **As column headers** or **As row headers**.

Impact on the Type of Selection: Single Selection or Multiple Selection

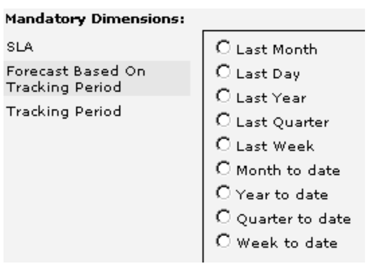
If you select a dimension (**SLA**) and a measurement (**SLA Overall Status**) that are simply linked to each other in the dimensions and measurements map, the Dimensions Filter displays a multiple-selection for the **SLA** dimension. This is because there is only one customer for each **SLA**. The values you can select from are the available SLAs.



If you select a measurement (**SLA Forecast Status**) that is linked to several dimensions in the map (**Forecast Based on Tracking Period**, **SLA**, and **Tracking Period**) and you have selected only one dimension (**SLA**) in the Dimensions Selection page, the Dimensions Filter displays all the other dimensions that are mapped to the measurement. For details about the map, see “Service Level Management - SLA Status Data Dimensions and Measurements Map” on page 90.

This is because of the multidimensional data model of the databases where the data is located. To access the SLA Forecast Status measurement data relevant to the SLA dimension that you selected, you must also provide the values for the other dimensions in the data model.

The dimension you selected in the Select Dimensions page (**SLA**) is multi-selection and you must make a choice from among the available dimensions. Each of the other dimensions linked to the selected measurement is single-selection (fixed dimension).



Multi-selection is different for each dimension.

Service Report Formats

You can format the Service Report by selecting columns and row headers, by adding different column types in the same table, customizing the report structure, adding calculated columns, and combining data from multiple sources, such as SLM and additional data source.

The Service Report can have the following format:

➤ **Pivot table.** You can use dimensions and measurements to create multiple column or row headers and you can choose where to locate them in the table. For example, a pivot table can have the following structure:

		Status
CI1	Time Range1	Exceeded
	Time Range2	No Data
CI2	Time Range1	Met
	Time Range2	Minor Breached

➤ **Deeper hierarchy.** You can select several dimensions to be the column headers and more than one dimension to be the rows header. For example, a deeper hierarchy table with 3 headers is as follows:

		Time Range1		Time Range2	
		Status Percentage(%)	Event Count(#)	Status Percentage(%)	Event Count(#)
CI1	KPI1	11.47	55	13.99	26
	KPI2	11.57	69	18.10	34
CI2	KPI1	4.81	29	13.05	68
	KPI2	19.54	2	12.41	71

➤ **Measurements per dimension.** For each dimension, you can select what you want to display: values, status, objectives, background status color, and so on. An example of such a table is as follows:

		Time Range1		Time Range2	
		Status Percentage(%)	Event Count(#)	Status Percentage(%)	Event Count(#)
CI1	KPI1	11.47	55	13.99	26
	KPI2	11.57	69	18.10	34
CI2	KPI1	4.81	29	13.05	68
	KPI2	19.54	2	12.41	71

Note: In the regular cells of a table, numeric content is right-aligned and text content is left-aligned. In header cells, the cell content is centered.

Other Possible Structures

A Service Report can display:

➤ The value of the measurement:

	Availability		**Performance**	
	24x7	**Business Hours**	**24x7**	**Business Hours**
CI1	90	80	90	70
CI2	10	20	10	30

➤ The status of the measurement:

	Availability		**Performance**	
	24x7	**Business Hours**	**24x7**	**Business Hours**
CI1	Breached	Minor breached	Met	Met
CI2	Exceeded	Met	Exceeded	Met

- Both the value and status of the measurement. You can choose between two different structures:
  - Vertical merge (select **As column headers**):

	Availability				**Performance**			
	24x7		**Business Hours**		**24x7**		**Business Hours**	
	Value	**Status**	**Value**	**Status**	**Value**	**Status**	**Value**	**Status**
CI1	90	Breached	80	Minor breached	90	Met	70	Met
CI2	10	Exceeded	20	Met	10	Exceeded	30	Met

  - Horizontal merge (select **As Row headers**):

		Availability		**Performance**	
		24x7	**Business Hours**	**24x7**	**Business Hours**
CI1	Value	90	80	90	70
	Status	Breached	Minor breached	Met	Met
CI2	Value	10	20	10	30
	Status	Exceeded	Met	Exceeded	Met

Status Function Automatic Measurements

When you use the **Status** function to create a calculated measurement, it automatically creates the following measurements:

- **<Compare_measurement_selection> (<new_measurement_name> as background**). This measurement displays the value of the measurement you selected in the **Compare measurement** list and the status of the measurement when compared to the thresholds you selected in **To threshold** as the background color for the cell in the table.

		SLA1	SLA2
CI/Service1	KPI1	32	38
	KPI2	24	47
CI/Service2	KPI1	90	51
	KPI2	75	0

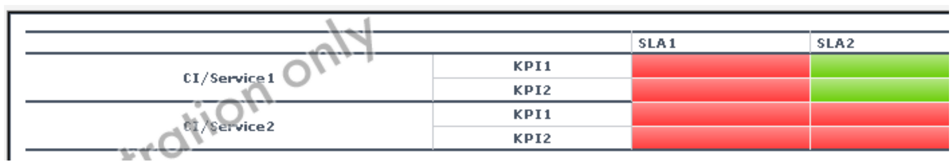
- **<new_measurement_name>**. This measurement displays the status of the measurement you selected in the **Compare measurement** list when compared to the thresholds you selected in **To threshold** as the name of the threshold.

		SLA1	SLA2
CI/Service1	KPI1	Exceeded	Failed
	KPI2	Exceeded	Failed
CI/Service2	KPI1	Exceeded	Exceeded
	KPI2	Exceeded	Exceeded

- **<new_measurement_name> (<new_measurement_name> as background**). This measurement displays the status of the measurement you selected in the **Compare measurement** list when compared to the thresholds you selected in **To threshold** as the name of the threshold and as the background color for the cell in the table.

		SLA1	SLA2
CI/Service1	KPI1	Exceeded	Exceeded
	KPI2	Exceeded	Failed
CI/Service2	KPI1	Exceeded	Exceeded
	KPI2	Failed	Exceeded

- **<new_measurement_name> as background**. This measurement displays the status of the measurement you selected in the **Compare measurement** list when compared to the thresholds you selected in **To threshold** as the background color for the cell in the table.



Tips and Tricks

This section includes tips and tricks that you can use when creating a Service Report.

General

- Selecting the **Enable automatic preview** option is very useful to see the changes you make to the report before you generate the report.
- Click CTRL and use the mouse to perform a multi-selection of dimensions or measurements.
- When you create a service report based on the Service Level Management data sources, you can display data for the **Targets** measurements, only of all the CIs included in the same SLA have the same threshold. Data is displayed if all the thresholds are linked to the **SLAs**, **CIs/Services**, and **KPIs** dimensions, if for all the Calendar, and Target measurements, are the same.
- After you have created a service report, you can clone it by copying and pasting them in the tree of pages. For details, “Edit Page Dialog Box” on page 124. For example about one of the uses of cloning a service report, see “Example–Create a Service Report for Online and for Print” on page 81.

Select Dimensions Page

➤ It is recommended, when creating a service report, to distribute the dimensions between the Rows and the Columns. In the measurement maps, check the dimension that are linked to the measurements you are selecting. Then try to distribute those dimensions between the rows and columns. For example, if you want to display the **KPI Value** and **Targets - All** measurements and you have selected the **Calendar**, **CI/Services**, and **SLAs** dimensions, it is recommended to select **CI/Services** and **SLAs** not on the same side.

		Calendar1	Calendar2	Targets - All
CI/Service1	SLA1	-	-	Targets - All1
	SLA2	-	-	Targets - All2
CI/Service2	SLA1	-	-	Targets - All3
	SLA2	-	-	Targets - All4

➤ Reports where you have moved the majority of the dimensions to the **Columns** box are wide, which might cause printing problems. Reports where you have moved the majority of the dimensions to the **Rows** box are long.

➤ If you have selected the **SLAs** and **Calendar** dimensions, and you want to display data for lots of SLAs, it is recommended to set **SLAs** in Rows and **Calendar** in Columns. If vice versa, you want to display data for lots of time intervals for a limited number of SLAs, it is recommended to set **SLAs** in Columns and **Calendar** in Rows.

Select Measurements Page

➤ To create a narrower report, move the measurements to the **Rows** box if you have moved the majority of the dimensions to the **Columns** box (or vice versa). This way, a new measurement adds one more row to the report.

➤ The order of the measurements in the **Available Measurements** box in the Select Measurements page is by order of importance and not by alphabetical order.

- If you get the error message: **Some of the selections are incompatible and cause problems in the report structure (or Errors were encountered while trying to build the report)**, change the order of the selected dimensions in the Select Dimensions page or the order of the measurements in the Select Measurements page. If that does not work, move the order of the selections in the **Rows** and **Columns** boxes in the Select Dimensions page.
- If you add a calculated measurement and regular measurements to a report, the order of appearance of the measurements is always regular measurements before calculated independently of your choice in the selection lists.

Calculated Measurement

- It is important to add a meaningful description when you create a new measurement because the description appears as a tooltip in the report and to describe what the measurement represents: the measurements that are used, the type of calculation, the dimension on which the calculation is based, and so on. For example, the difference between the SLA KPI value and the target Exceeded, compared by Time interval.
- To make sure that you are using the **Difference** calculated measurement in the correct way, it is recommended to add the measurements you selected in the **First measurement** and in the **Second measurement** boxes to the report and to verify that the **Difference** calculation is done in the correct order. If it does not, switch the measurements you selected from the **First measurement** to the **Second measurement** boxes and vice versa.
- All dimensions that you did not select in the Select Dimensions page can be used as the base for an aggregation measurement, but you do not have to necessarily select multiple values in the Select Dimensions Filter page. For example, you have selected the **SLA** and **CIs/Services** dimensions in rows and the **KPIs** in columns; you can perform an aggregation over the **Time Interval** or the **Calendar** dimensions, which were not selected. In the Select Dimensions Filter page, both dimensions are multi-selection, but you can select multiple values for one dimension and one value for the other dimension; for example, Last week and every one week.

Select Dimensions Filter Page

➤ In the Select Dimensions Filter page, to see the filtering take place as you are selecting by clicking **Preview** or if you have the **Enable automatic preview** option selected and by selecting another dimension in the list.

Configure a Service Report

You can add a Service Report to a page in My BAC or to a custom report, and then you configure the Service Report using a wizard.

This task includes the following steps:

➤ "Add a Service Report Portlet to a Page" on page 75

➤ "Edit the Service Report Portlet" on page 76

➤ "Select a Data Source" on page 76

➤ "Select the Dimensions" on page 77

➤ "Create a Customized Measurement" on page 78

➤ "Select the Measurements" on page 78

➤ "Select the Dimensions Filter" on page 79

➤ "View the Summary" on page 81

Add a Service Report Portlet to a Page

Add a Service Report portlet to a page in My BAC. For details, see "Add Portlets to <page_name>/Add Portlets Dialog Box" on page 102.

Note: You can also add a Service Report component to a custom report. For details about custom reports, see "Custom Report Manager" in *Custom Reporting and Alerting*.

Edit the Service Report Portlet

In the Edit Page dialog box, in the Service Report portlet, click the **Edit** button to open the Edit Preferences page.

➤ Expand **Advanced Settings** and select the refresh rate for the portlet.

➤ Click **Launch Service Report Builder** to open the wizard that creates the Service Report.

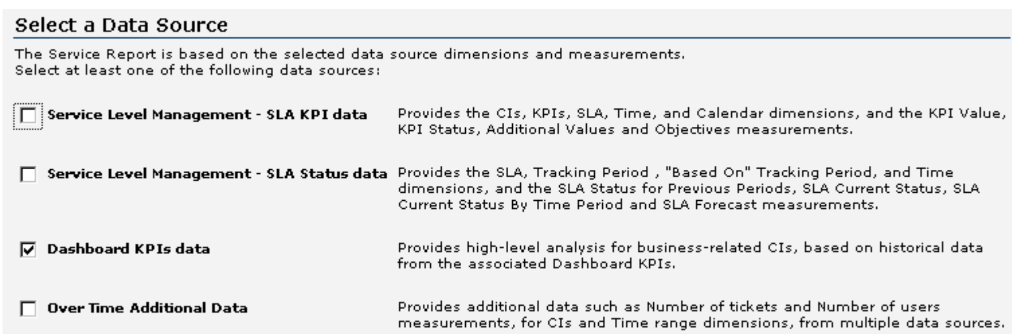
For details, see “Edit Preferences <portlet_name> Dialog Box” on page 127.

Select a Data Source

Select the data source on which you want to base the Service Report. For details, see “Select a Data Source Page” on page 154.

Example Scenario–Creating a Service Report Based on Dashboard KPIs Data

In the Select a Data Source page, select **Dashboard KPIs data** and click **Next**.

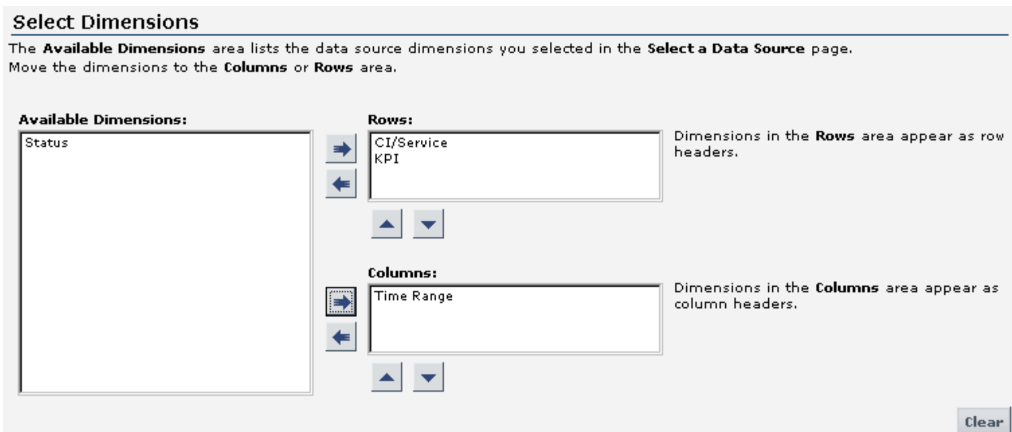


Select the Dimensions

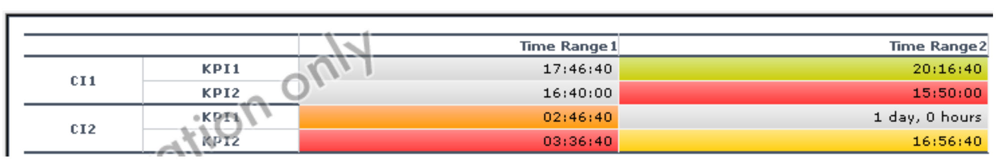
Select the data source dimensions you want to use to create the Service Report and specify their order in the report. For details, see “Select Dimensions Page” on page 155.

Example Scenario–Creating a Service Report Based on Dashboard KPIs Data

In the Select Dimensions page, select CI/Service and KPI as rows and Time Range as column and click **Next**.



Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.



		Time Range 1	Time Range 2
CI1	KPI1	17:46:40	20:16:40
	KPI2	16:40:00	15:50:00
CI2	KPI1	02:46:40	1 day, 0 hours
	KPI2	03:36:40	16:56:40

Create a Customized Measurement

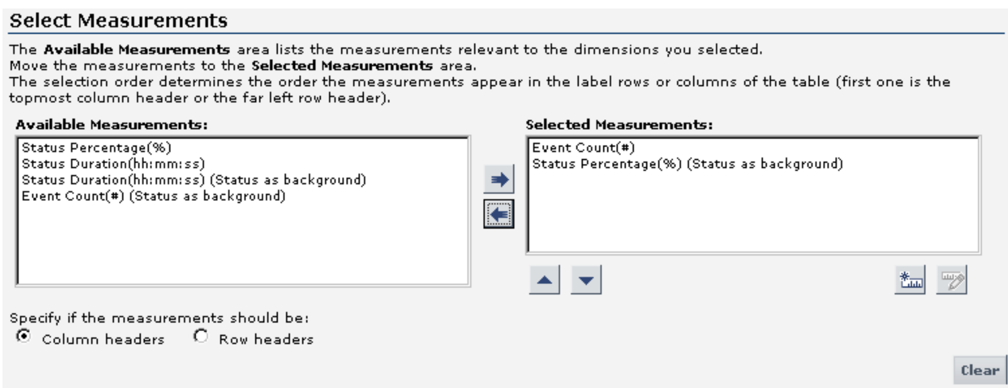
It is recommended to create a customized measurement before selecting the measurements (customized and factory measurements). For details, see "Create a Customized Measurement" on page 82.

Select the Measurements

Select the data source measurements you want to use to create the Service Report and specify their order in the report. For details, see "Select Measurements Page" on page 158.

Example Scenario–Creating a Service Report Based on Dashboard KPIs Data

In the Measurements Selection page, select the measurements as follows and click **Next**.



Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

The report with the measurements as column headers is as follows:

		Time Range1		Time Range2	
		Status Percentage(%)	Event Count(#)	Status Percentage(%)	Event Count(#)
CI1	KPI1	11.47	55	13.99	26
	KPI2	11.57	69	18.10	34
CI2	KPI1	4.81	29	13.05	68
	KPI2	19.54	2	12.41	71

The report with the measurements as row headers is as follows:

			Time Range1	Time Range2
CI1	KPI1	Status Percentage(%)	15.50	19.73
		Event Count(#)	82	14
	KPI2	Status Percentage(%)	7.91	16.07
		Event Count(#)	47	98
CI2	KPI1	Status Percentage(%)	13.30	15.61
		Event Count(#)	26	7
	KPI2	Status Percentage(%)	2.49	2.02
		Event Count(#)	97	75

Select the Dimensions Filter

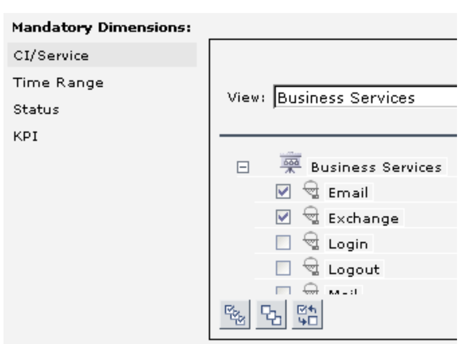
The Dimensions filter lists the dimensions you selected in the Select Dimensions page as well as the dimensions related to the measurements you selected in the Select Measurements page (according to the dimensions/measurements mapping for the selected data source).

For details, see "Select the Dimension Filters" on page 161.

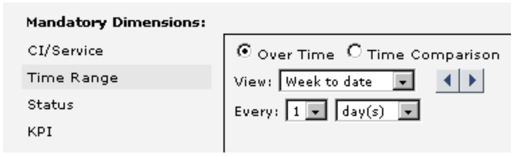
Example Scenario–Creating a Service Report Based on Dashboard KPIs Data

The **Mandatory Dimensions** area in the Dimensions Filter page, lists the dimensions you selected (**CI/Service)**, and the dimensions mapped to the measurements you selected (**Status**, **Time Range** and **KPI**). Select the appropriate filter for all the listed dimensions, and click **Next**.

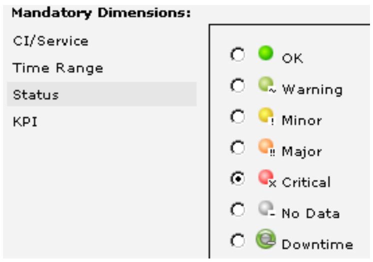
For the CI/Service dimension, select the view and the CIs you want to display.



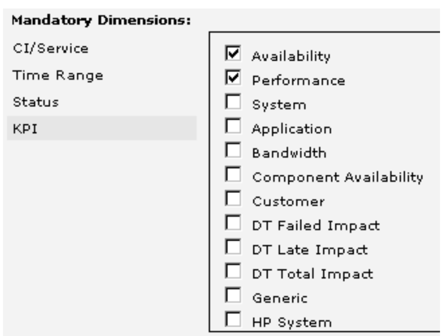
For the Time Range dimension, select Over Time.



For the Status dimension, select Critical.



For the KPI dimension, select Availability and Performance.



Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

		4/9/2007		4/10/2007		4/11/2007		4/12/2007	
		Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)
Email	Availability	12.35	17	15.45	42	7.49	27	18.26	59
	Performance	6.37	3	19.01	34	11.47	42	15.46	74
Exchange	Availability	13.40	74	2.33	9	19.79	30	0.44	82
	Performance	5.81	72	18.57	13	14.28	42	10.70	55

Illustration only

View the Summary

The Summary page displays the report. For details, see "Summary Page" on page 163.

Example Scenario–Creating a Service Report Based on Dashboard KPIs Data

In the Summary page, the Service Report displays the status and value of the selected dimensions and measurements:

		4/9/2007		4/10/2007		4/11/2007		4/12/2007	
		Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)	Status Percentage (%)	Event Count (#)
Email	Availability	0.00	0	0.00	0	0.00	0	0.00	0
	Performance	49.04	13	49.13	13	49.07	13	47.10	6
Exchange	Availability	100.00	1	100.00	1	98.15	3	100.00	1
	Performance	0.00	0	0.00	0	0.96	1	0.00	0

The data displayed in the table is the correct data for the report and the background colors represent real status.

Example–Create a Service Report for Online and for Print

If the Service Report portlet displays correctly online, but is too wide to be printed, you can clone it. In the cloned report, you can change the location of the dimensions or their order to create a printable report that includes the same data as the online report.

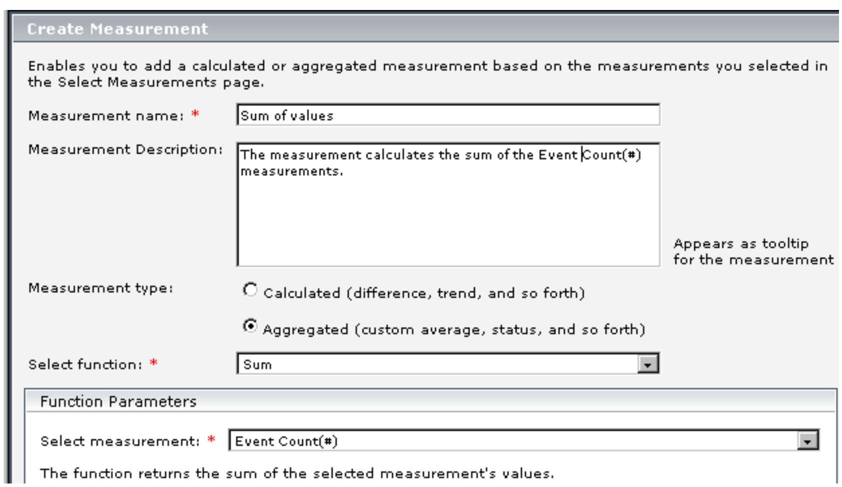
Create a Customized Measurement

You can create a customized measurement that performs an aggregation (Average, Max, Min, Sum, Best, Worst, Count Status, or Status Percentage) or performs a calculation (Difference, Difference by percentage, Status, or Trend) based on selected measurement values. After you create the new measurement, you can use it in the Service Report Builder like a regular measurement. For details, see "New Measurement Dialog Box" on page 164.

Example Scenario–Create a Service Report Based on Dashboard KPIs Data

To create a measurement that returns the sum of the Count(#) measurement values, in the Select Measurements page, click the **Create Measurement** button.

In the Create Measurement dialog box, enter Sum of Values in the **Measurement name** box, select the **Aggregated Measurement** type, select **Sum** in the Select function list, select Event Count(#) in the **Select measurement** list, and click **OK**.



Example–Display the Trend Between Values

To display the trend of each instance of the time interval, access the Service Report wizard.

In the Select Datasource page, select **SLM - SLA KPI Data** and click **Next**.

In the Select Dimensions page, move CI/Service and SLA to the **Rows** box, Calendar to the **Columns** box, and click **Next**.

In the Select Measurement page, click the **Create Measurement** button.

In the Create Measurement dialog box, enter Trend on time interval in the **Measurement name** box, select the **Calculated Measurement** type, select **Trend** in the Select function list, select Calendar (column's header) in the **Select Dimension** list, KPI Value (Time Interval 1) in the **First Measurement** list, and KPI Value (Time Interval 2) in the **Second Measurement** list in the Function Parameters area, and click **OK**.

In the Select Measurement page, click **Preview**. The preview displays the trend of the SLAs between two time intervals.

		TI1	TI2	Trend on time interval
SLA1	CI1	0.61	4.42	▼
	CI2	12.93	8.81	▲
SLA2	CI1	0.28	1.49	▼
	CI2	11.73	8.59	▲

You can then adjust the appropriate dimension filters and save the report.

Example–Display How Far an SLA is From Exceeding Its Target

To display how far the SLA is from exceeding its target, access the Service Report wizard.

In the Select Data source page, select **SLM - SLA KPI Data** and click **Next**.

In the Select Dimensions page, move CI/Service and SLA to the **Rows** box, Calendar to the **Columns** box, and click **Next**.

In the Select Measurement page, click the **Create Measurement** button.

In the Create Measurement dialog box, enter Diff value from target in the **Measurement name** box, select the **Calculated Measurement** type, select **Difference by percentage** in the Select function list, select SLA (row headers) in the **Select Dimension** list, KPI Value (SLA 1) in the **First Measurement** list, and Targets - Exceeded (SLA 2) in the **Second Measurement** list in the Function Parameters area, and click **OK**.

In the Select Measurement page, click **Preview**. The preview displays the structure of the report that shows how far the SLA is from the exceeded value in percentages.

		TI1	TI2
SLA1	CI1	-88.44	-41.16
	CI2	160.27	-88.61
SLA2	CI1	597.17	-32.15
	CI2	-95.68	-62.44

You can also display the measurements on which you base the calculation:

		TI1			TI2		
		Value	Targets - Exceeded	Diff value from target	Value	Targets - Exceeded	Diff value from target
SLA1	CI1	5.47	7.55	-27.55	1.29	12.18	-89.43
	CI2	6.80	15.59	-56.37	11.77	14.84	-20.71
SLA2	CI1	8.18	3.26	151.05	15.81	7.68	105.77
	CI2	12.55	1.11	1,034.65	8.66	14.72	-41.20

You can then select the appropriate dimension filters and save the report.

Example–Fine-Tune SLAs

Instead of adjusting the SLA thresholds in the Service Level Management application directly, create a Service Report based on the appropriate Service Level Management data sources and create a new measurement based on the **Status** function. Fine-tune the function thresholds to check the SLA over a specific time-period until you get the required results. You can then use those thresholds in the Service Level Management application.

Example–Drill Into SLAs Data

The smallest status duration for an SLA is five minutes. If a customer has multiple SLAs and you want to see when the objective exceeds 98 you can create a Service Report with the Status function, and set the threshold to 98. The report displays the status information and not the real SLA measurement. The tooltip displays the real name of the calculated measurement.

Example–Simulate a Tracking Period That Starts and Ends on Mondays

Usually the tracking period is from the first day of the previous month/week to the first day of the month/week. To create a report that provides information from the third day (Monday) of the previous month/week to the third day of the month/week, access the Service Report wizard.

In the Select Datasource page, select **SLM - SLA KPI Data** and click **Next**.

In the Select Dimensions page, move CI/Service to the **Rows** box, SLA to the **Columns** box, and click **Next**.

In the Select Measurement page, click **Create Measurement**.

In the Create Measurement dialog box, enter My Average Value in the **Measurement name** box, select the **Aggregated Measurement** type, select **Average** in the Select function list, select KPI Value in the **Select measurement** list, and click **OK**.

In the Select Measurement page, the My Average Value measurement is automatically moved to the **Selected Measurements** box. Click **Next**.

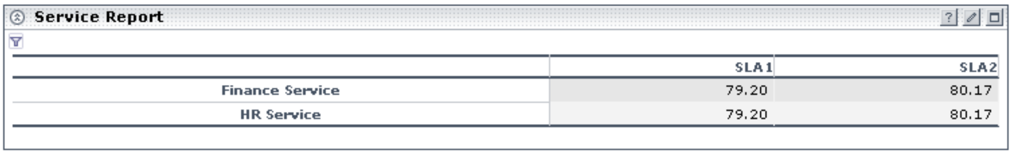
In the Select Dimension Filters page:

- For the CI Mandatory Dimension, select a view, and the appropriate CIs.
- For the SLA Mandatory Dimension, select SLAs 1 and 2.
- For the Time Ranges Mandatory Dimension, select Over Time, Week where you select the date to be from the 3rd day to the 3rd day and Every day. The hour is automatically changed to midnight.

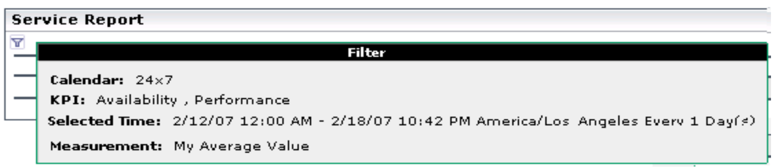
- For the KPIs Mandatory Dimension, select Availability and Performance.
- For the Calendar Mandatory Dimension, select 24x7.

Click **Finish**, **OK**, and **Save**.

Open My BAC and display the report.

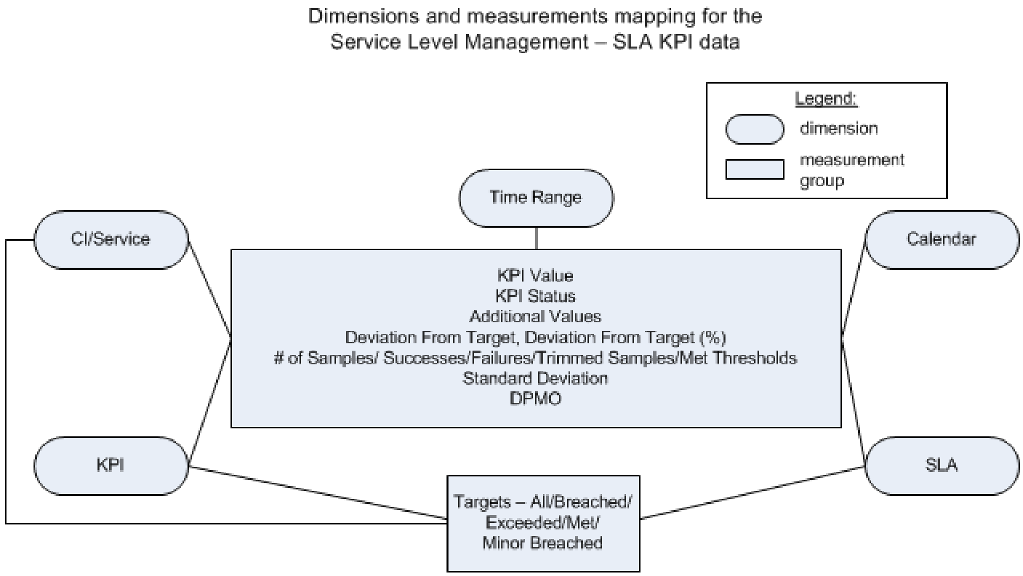


Click the funnel button to display the report filter. It indicates that the report starts and ends on Mondays.



Service Level Management - SLA KPI Data Dimensions and Measurements Map

The dimensions and measurements map for the SLA KPI data source includes the following elements:



Depending on the dimensions and measurements you select, make either a single selection or multiple selection for each dimension's values. For details, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.

The dimensions are (listed alphabetically):

GUI Element	Description
Calendar	Select one of the following business-day structures: ➤ **24hx7d** ➤ **Business Hours**
CI/Service	The CI or business service.

GUI Element	Description
KPI	Select the CI's KPIs you want to display in the report.
SLA	The Service Level Agreement.
Time Range	The time range for which you want to see information.

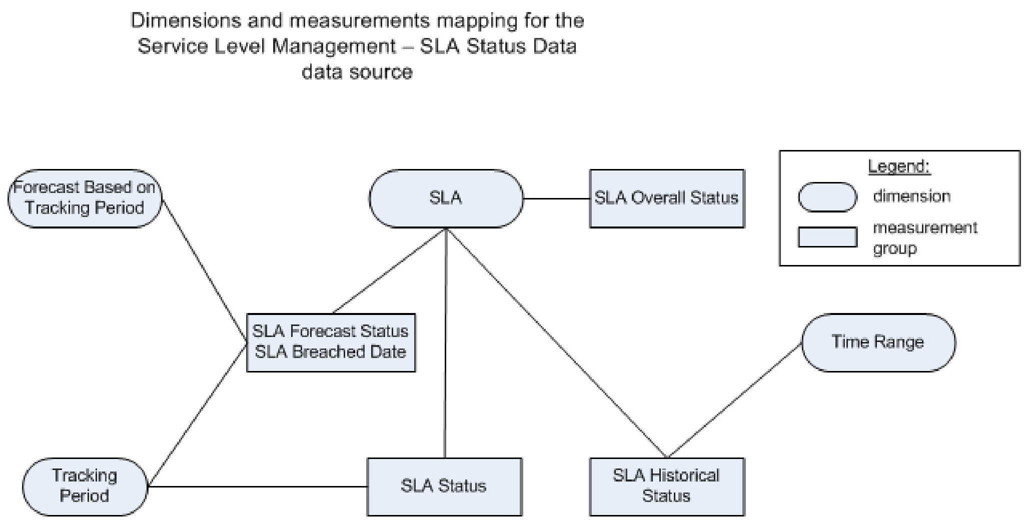
The measurements are (listed alphabetically):

GUI Element	Description
Additional Values	Select to display all the enabled additional measurements in the report. For details about additional values, see "Additional Values in Reports" in *Using Service Level Management*. **Note:** To modify the default list of enabled additional values displayed per KPI, select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, choose **Applications**, select **Service Level Management**, and locate the **Additional Values** entry in the Service Level Management - SLM Admin table. Set the value to **true** for a KPI and an additional value when you want to display that additional value parameter for the KPI. If an additional value is not included for a specific KPI, it is not available for that KPI. The PNR KPI appears in the Additional Values settings for internal purposes. Do not modify it.
KPI Status	Displays the status of the KPI, CI, and SLA that characterize the cell.
KPI Status (as text and background)	Displays the status and the status compared to the objective as a colored background in the report cell.
KPI Status as background	Displays the status compared to the objective as a colored background in the report cell.
KPI Value	Displays the value the status of the KPI, CI, and SLA that characterize the cell is based on.
KPI Value (KPI Status as background)	Displays the value and the KPI status as a colored background in the report cell. The KPI status is calculated according to the objectives.

GUI Element	Description
Targets - All	Displays the percentage of time the value of the selected KPI was in the range defined for all targets.
Targets - Breached	Displays the percentage of time the value of the selected KPI was in the range defined for the Breached target.
Targets - Exceeded	Displays the percentage of time the value of the selected KPI was in the range defined for the Exceeded target.
Targets - Met	Displays the percentage of time the value of the selected KPI was in the range defined for the Met target.
Targets - Minor Breached	Displays the percentage of time the value of the selected KPI was in the range defined for the Minor Breached target.

Service Level Management - SLA Status Data Dimensions and Measurements Map

The dimensions and measurements map for the SLA Status data source includes the following elements:



Depending on the dimensions and measurements you select, make either a single selection or multiple selection for each dimension's values. For details, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.

The dimensions are (listed alphabetically):

GUI Element	Description
Forecast Based On Tracking Period	The forecast calculated for the analysis period based on the assumption that the SLA will perform in the future as it did during this analysis period.
SLA	Select one or more of the available SLAs that are defined for your site. For details on single or multiple selection, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.
Time Range	The time range for which you want to see information.
Tracking Period	The tracking periods that are used to track agreement status and compile data. The tracking periods define the granularity available in Service Level Management reports.

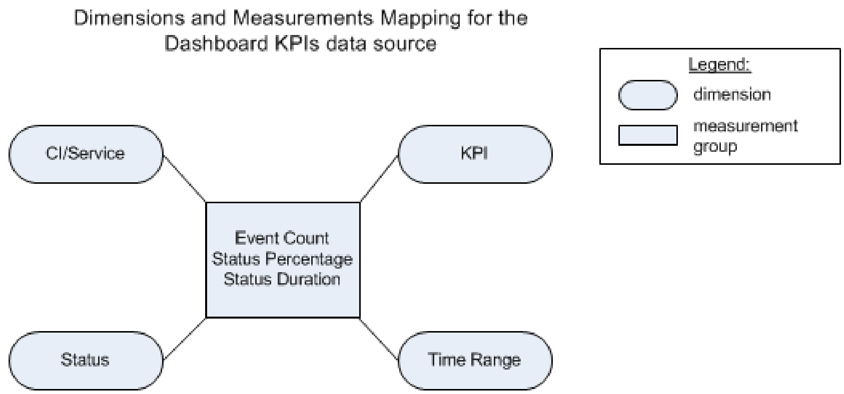
The measurements are (listed alphabetically):

GUI Element	Description
Forecast Status (as text and background)	Displays the status of the forecast with the Forecast Status status compared to the objective as a colored background in the report cell.
SLA Breached Date	Displays the SLA breached date from the forecast report.
SLA Forecast Status	Displays the status of the forecast.
SLA Forecast Status as background	Displays the status of the forecast compared to the objective as a colored background in the report cell.
SLA Historical Status	Displays the historical status for the selected time range.
SLA Historical Status (as text and background)	Displays the value of the Historical Status with the Status status compared to the objective as a colored background in the report cell.

GUI Element	Description
SLA Historical Status as background	Displays the Historical Status status compared to the objective as a colored background in the report cell.
SLA Overall Status	Displays the status used to compare to the forecast for a selected SLA and selected time range.
SLA Overall Status (as text and background)	Displays the value of the Overall Status with the Status status compared to the objective as a colored background in the report cell.
SLA Overall Status as background	Displays the status of the Overall Status compared to the objective as a colored background in the report cell.
SLA Status	The current status of the SLA for the selected time range.
SLA Status (as text and background)	Displays the value of the Status with the status compared to the objective as a colored background in the report cell.
SLA Status as background	Displays the Status status compared to the objective as a colored background in the report cell.
Time Comparison	Enter a label for the dimension in the Label box. Select the tracking range and granularity for the report. For details, see “Choosing the Time Range and Granularity” in *Reference Information*.

Dashboard KPIs Data Source Dimensions and Measurements

The dimensions and measurements map for the Dashboard KPIs data source includes the following elements:



Depending on the dimensions and measurements you select, make either a single selection or multiple selection for each dimension's values. For details, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.

The dimensions are (listed alphabetically):

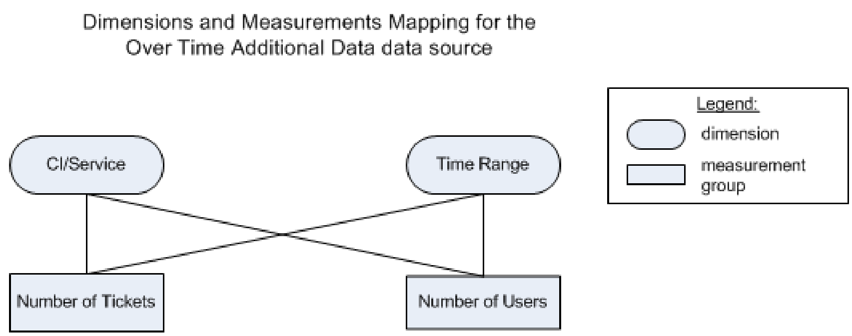
GUI Element	Description
CI/Service	The configuration item or service.
KPI	The CI's KPIs you want to display in the report.
Status	The status of the KPI.
Time Range	The time range for which you want to see information.

The measurements are (listed alphabetically):

GUI Element	Description
Event Count (#)	Displays the number of events with the selected status that occurred in. the selected time range.
Event Count (#) (Status as background)	Displays the value of the Event Count with the Status as a colored background in the report cell. The Status represents the status dimension instance (OK, FAILED, and so on)
Status Duration (hh:mm:ss)	Displays the length of time in hours, minutes, and seconds, during which the KPI had the selected status.
Status Duration (hh:mm:ss) (Status as background)	Displays the value of the Status Duration with the Status status compared to the objective as a colored background in the report cell.
Status Percentage (%)	Displays the length of time during which the KPI had the selected status divided by the selected time range in percentage.
Status Percentage (%) (Status as background)	Displays the value of the Status Percentage with the Status status compared to the objective as a colored background in the report cell.

Over Time Additional Data Dimensions and Measurements Map

The dimensions and measurements map for the Over Time Additional Data data source includes the following elements:



Depending on the dimensions and measurements you select, make either a single selection or multiple selection for each dimension's values. For details, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.

The dimensions are (listed alphabetically):

GUI Element	Description
CI/Service	The configuration item or service.
Time Range	The time range for which you want to see information.

The measurements are (listed alphabetically):

GUI Element	Description
# of tickets	Displays the number of tickets (open incidents) that were opened with the selected severity during the selected time period. To specify the severity, you must first specify the rule that is used to calculate the number of tickets. To specify the rule, select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, choose **Applications**, select **Dashboard Application**, and locate the **Number of open Incidents rule** entry in the Dashboard Application - Service Impact table. Enter the value of the rule you want to use. A list of rules and rule numbers are available in the Repositories (to access the Repositories, select **Admin** > **Dashboard** > **Repositories** > **Business Rules**. To specify the severity you want to use, edit the rule's properties in the Repositories.
# of users	Displays the number of users, calculated by Real User Monitor, using the specified CI/Service during the selected time period.

Troubleshooting and Limitations

This section includes the Service Report troubleshooting and limitations.

When creating a Service Report, the following limitations apply:

➤ It is not recommended to move two or more than two elements in the **Rows** box, and none to the **Columns** box in the Select Dimensions page, or vice-versa. It is recommended to move at least one element in the **Columns** box and one in the **Rows** box.

➤ If you are editing a Service Report and you change the data source of the report, you cannot perform a **Clear** operation in the Select Dimensions or the Select Measurement page. Clicking **Clear** issues an error message.

- When you select measurements from different measurement groups, the order of the measurements in the report and in the preview is different from the selected order. For example: if you select: **Value**, **Targets - All**, and **Status**, the order of the measurements in the report is: **Value**, **Status**, **Targets - All**. For details about the measurement groups, see the maps described in “Select Dimensions Page” on page 155.
- If you select all the available dimensions in the Select Dimensions page, you cannot create a new aggregated measurement. For details about creating aggregated measurements, see “New Measurement Dialog Box” on page 164
- You cannot create a measurement that already exists and give it a different name.
- You cannot create different measurements with the same name.
- It is not recommended to create a calculated measurement whose dimensions appear in both the **Rows** and **Columns** boxes in the Select Dimensions page. For example, if you create a **Diff** calculated measurement based on the **KPI Value** and the **Targets - Met** measurements, the **CI**, **SLA**, and **KPI** dimensions participate in the calculation. It is recommended to move at least one of those dimensions in the **Rows** box if the other dimensions are in the **Column** box or vice-versa, so the report has the following structure:

			CI/Service1	CI/Service2
SLA1	KPI1	Time Range1	3.17	-8.35
		Time Range2	4.75	-0.57
	KPI2	Time Range1	4.79	-16.64
		Time Range2	5.36	-17.98
SLA2	KPI1	Time Range1	-8.00	6.10
		Time Range2	-0.66	0.32
	KPI2	Time Range1	-3.87	9.05
		Time Range2	15.91	15.57

- You cannot combine in a report an aggregated measurement with calculated measurements, or an aggregated measurement with regular measurements.
- In the Select Dimension Filters page, the automatic preview is activated only after you move to another dimension in the Mandatory Dimensions list.

- In the Select Dimension Filters page, the automatic preview displays an error message even when you have selected CIs. Click the **Preview** button or move to another dimension in the Mandatory Dimensions list to activate the preview feature.

Part II

User Interface

3

My BAC User Interface

This chapter includes the pages and dialog boxes that are used to create a module.

Add Portlets to <page_name>/Add Portlets Dialog Box

Description	Enables you to add portlets to a page. **To Access:** ➤ Select My BAC, display the page to which you want to add the portlet, and click **Add Portlets** to open the Add Portlets to Page dialog box. ➤ In My BAC Admin, in the Edit page dialog box, click **Add Portlets**.
Included in Tasks	➤ "Add Portlets to a Page" on page 25 ➤ "Manage the Portlets in Your Portal" on page 28.
Useful Links	"Naming Conventions" in *Reference Information*

Search for Portlets to Add Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
Category	Enter the portlet category. Leave the boxes empty to find all portlets.
Find Portlets	Click to list the portlets answering the query (and for which you have access rights).
Portlet Name	Entering the portlet name. Leave the boxes empty to find all portlets.

Select Portlets to Add Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to access the online help for the corresponding report in the application.
<check box>	Click to select the portlet to be added to the page.
Add	Click to add the selected portlet to the page.
Category	The portlet category.
Description	The description of the portlet.
Find Portlets	Click to list the portlets answering the query (and for which you have access rights).
Portlet Name	The name of the portlet.

Add Preconfigured Pages Dialog Box

Description	Enables you to add preconfigured pages to My BAC. Pre-configured modules or pages are optional. The user can copy them to his private My BAC dashboard area. They are not listed in the shared area. **To Access:** In Personalize My BAC, click the **Add Preconfigured Pages** button.
Important Information	Select the relevant modules.
Included in Tasks	"Add Pages or User's Pages to a Module" on page 24 "Add Pages to Your Portal" on page 27

Add a User's Pages to Module Dialog Box

Description	Enables you to add another user's pages to the module. **To Access:** Click **Add a User's Pages** in the Create Module page or click icon in tree.
Included in Tasks	"Add Pages or User's Pages to a Module" on page 24

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users who will have self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151
	Click to choose the groups of users who will have self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151
Add	Click to save the changes.
Pages	Select the user's pages.
Replace pages in module with matching names	Select to overwrite the existing pages in the module with the user's pages that have the same name. Clear the check box to add the selected page without replacing existing pages.
User	Select the user.

Advanced Options Dialog Box

Description	Displays a subset of the description options that can be added to the portlet. Select the required options and click **OK** to save the changes. **To Access:** Click **Advanced Option** in the Edit Preferences page.
Important Information	This dialog box and the button used to access it are available only for Service Level Management portlets.
Included in Tasks	"Edit/Customize a Portlet" on page 26 "Manage the Portlets in Your Portal" on page 28

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
<**options**>	Select the descriptions you want to add to reports to appear below the report data. Descriptions are displayed in all reports. For details about the options, see "Setting Number of Digits in Results" in *Using Service Level Management*.

Configure Modules Dialog Box

Description	Enables you to search for an existing module whose pages, portlets, access, and layout, you want to modify. **To Access:** In My BAC Administration, click the **Manage Modules** tab, and select **Configure Modules**.
Important Information	See limitations in "Troubleshooting and Limitations" on page 96.
Included in Tasks	"Create a Module" on page 21
Useful Links	"Naming Conventions" in *Reference Information*

Search for a Module to Configure Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display the list of all the users and select from the list. For details, see "Users or Groups Dialog Box" on page 151.
	Click to display a calendar and select a date. For details, see "Users or Groups Dialog Box" on page 151.
	Click to display the list of all the users and select from the list. For details, see "Users or Groups Dialog Box" on page 151.
	Click to display the list of all the groups or users and select from the list. For details, see "Users or Groups Dialog Box" on page 151.
Ascending/ Descending	Select the type of sorting.
Available to Users... Groups	Enter the name of users or groups of users who are allowed to use the module.
Created By	Enter the name of the user who created the module.
Last Updated From.. To	Enter the date from when to start the search and when to end it.
Name starts with	Enter the first letters of the module name. Keep the box empty if you want to list all the existing modules.
Reset Form	Click to empty all the fields in the form.
Results Displayed Per Page	Enter the number of results to display per page. **Note:** The limit is the number of portlets that have been imported into My BAC.
Search	When you click the button, a list of the modules matching the search criteria is displayed. Click the appropriate module to configure it. For details, see "Configure <module_name> Dialog Box" on page 107.

GUI Element	Description
Sort By	Select by which criteria to list the modules matching the search criteria: **Name**, **Last Updated On**, or **Status**.
Status	Enter the status of the module.

Configure <module_name> Dialog Box

Description	Enables you to create a new module, configure a module, add comments, and configure access to the module. **To Access:** Double-click the appropriate module in the Configure Module page.
Important Information	The page is split into two main panes: the tree of modules and the dialog box. For details, see "Module/Page Tree" on page 17. **Note:** When a new user is added to a group, the modules assigned to the group and their permissions are automatically passed on to the new user.
Included in Tasks	"Create a Module" on page 21 "Configure Access to the Module" on page 24

Tree of Pages area

The area includes the following elements (listed alphabetically):

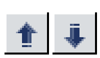
GUI Element	Description
	Click to close or open the tree.
<context menu options from the elements in the tree>	Right-click an element in the left-pane tree to display the context menu options. For details, see "Context Menu Options and Toolbar Icons" on page 108.

GUI Element	Description
<toolbar icons>	Select an element in the left-pane tree and click the appropriate toolbar icon. For details, see "Context Menu Options and Toolbar Icons" on page 108.
<tree of module>	Displays the currently selected module, its pages, and portlets.

Context Menu Options and Toolbar Icons

The context menu options and toolbar icons includes the following elements (listed alphabetically):

GUI Element	Description
 **Add**	To add a new page or a user page to the module, right-click a module, select the option or select a module, click the icon and select: ➤ **New Page** to add a blank page. For details, see "Edit Page Dialog Box" on page 124. ➤ **Add User Page** to add a user page. For details, see "Add a User's Pages to Module Dialog Box" on page 104.
 **Back**	Click to return to the Create Module page.
 **Clone**	To clone a module, right-click the module and select the option, or select a module in the tree and click the button. A copy of the module is pasted in the tree and the original module is disabled.
 **Copy**	To copy a page, right-click the page and select the option or select the page in the tree and click the button. To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.

GUI Element	Description
 **Delete**	To delete a module, right-click the module and select the option, or select the module in the tree, and click the button. You must also confirm the deletion. To delete a page in the tree, right-click the page and select **Delete**, or select the page, and click the button. You must also confirm the deletion. To delete a portlet in the tree, right-click the portlet and select **Delete**, or select the portlet, and click the button. You must also confirm the deletion.
Edit	To edit a module, right-click the module and select the option. For details, “Configure <module_name> Dialog Box” on page 107. To edit a page, right-click the page and select the option. For details, see “Edit Page Dialog Box” on page 124. You can then add portlets to the page or delete them from the page.To edit a portlet, right-click the portlet and select the option. For details, see “Edit Preferences <portlet_name> Dialog Box” on page 127.
 **Paste**	After you have selected a page and copied it, right-click the module where you want to paste the page and select **Paste**, or click the module where you want to paste the page, and click the button. After you have selected a portlet and copied it, right-click the page where you want to paste it and select **Paste**, or click the page where you want to paste the portlet, and click the button.
 **Up/Down**	To reorder the pages of a module, right-click the page and select **Up** or **Down**, or select a page in the module, and use the **Up** and **Down** buttons.
View	To display a preview of the page that includes real data, right-click the page and select **View** or select a page and click the button. To display a preview of the portlet that includes real data, right-click the portlet and select **View** or select a portlet and click the button.

Header Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
Created By	The name of the user who created the module.
Description	Enter a brief description of the module.
Enabled	To enable the module, select **Yes**. To disable the module, select **No**. **Default Value: Yes**. The module is available for adding to users' portals. **Note:** If you disable a module after it has been made available, the module is removed from the users shared area and a warning message is issued. The module pages are not removed from the users private area.
Last Modification Date	The date the module was last modified.
Last Modified By	The name of the user who last modified the module.
Module Name	Enter the name of the module. This name must be unique.

Administrator Comments Area

Description	Enables you to add administrator comments to the module. **To Access:** Expand the **Administrator Comments**.
Important Information	The comments are displayed in the <module_name> Comments page. If you add a comment to the module, it counts as a change and the orange square indicating a change is displayed in the **Switch to page** menu.

The area includes the following elements (listed alphabetically):

GUI Element	Description
Add Comment	Enter the comments.
View Comments	Click to display the Module Comments page with the comments you entered.

Configure Access Area

The area includes the following elements (listed alphabetically):

Description	Enables you to configure access to the module: ➤ Read-only access for the selected users/groups. For details, see "User Access Area" on page 111. ➤ Modify access for the selected users/groups. For details, see "Administrator Access Area" on page 112. ➤ Add access for the selected users who can add the module to their My BAC portals as preconfigured pages. For details, see "Self-Service Access Area" on page 113. **To Access:** Expand the **Administrator Comments**.
Important Information	For details about the type of access to the module, see "Types of Access" on page 42.

User Access Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151.
	Click to choose the groups of users with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151.

GUI Element	Description
Add Users	Select **User** or **Group**. **Note:** You must select at least one user or one group of users.
Allow access to all users	Select to provide read-only access to the module to all the users.
Enable users to copy this module pages to their private dashboard	Select to enable the users selected above in the User Access area to copy the module pages to their private My BAC dashboards.
Name	Displays the name of the user or group of users.
Type	Displays the type (users or groups of users).

Administrator Access Area

Important Information	This area is for future use. Currently, users with the administrator permission can modify all modules, all the module pages, and all the portlets on the pages. For details about the permissions and where to set them, see "User Management Overview" in *Platform Administration*.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.
	Click to choose the groups of users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.

GUI Element	Description
Add	Click to add the selected users or groups.
Give access to	Select **User** or **Group**.
Name	Displays the name of the user or group of users.
Type	Displays the type (users or groups of users).

Self-Service Access Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users who will have self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151
	Click to choose the groups who will have self-service access to the module. For details, see "Users or Groups Dialog Box" on page 151
Add	Click to add the selected users or groups.
Allow users to add this module to their My BAC portals as preconfigured pages	Select to provide the users selected above in the Self-Service access area to add the module to their My BAC portals as preconfigured pages. Preconfigured modules or pages are optional. The user can copy them to the Private Pages area in My BAC dashboard. They are not listed in the shared area.
Give access to	Select **User** or **Group**. **Note:** You must select at least one user or group.
Name	Displays the name of the user or group of users.
Type	Displays the type (users or groups of users).

Configure Portlet Definitions Dialog Box

Description	Enables you to edit, copy, or delete portlet definitions. **To Access:** Select **Admin** > **My BAC** > **Manage Portlet Definitions** > **Configure Portlet Definition**, and click **Configure Portlet Definition**.
Included in Tasks	"Configure a Portlet Definition" on page 19
Useful Links	"Naming Conventions" in *Reference Information*

Searching for a Portlet Definition to Configure Area

Description	Enables you to search for the portlet definition you want to edit, copy, or delete.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to select the category.
	Click to select the user.
Ascending/ Descending	Select the sort order for results as ascending or descending. The default is ascending.
Category	Select a category to find only those portlet definitions that belong to that category.
Created By	The name of the user who created the portlet definition.
Enabled	Select: ➤ **Yes** (the default) to enable the portlet to be added to a page. ➤ **No**. To prevent the portlet to be added to a page. You might use this option in a testing environment.
Name starts with	Type all or part of a portlet definition's name. Typing part of a name yields all matching results.

GUI Element	Description
Reset Form	Click this button to clear all the fields and display default criteria.
Results Displayed Per Page	Enter the number of search results to display on every page. The default is 50. This field is mandatory.
Search	Click to start the search.
Sort By	To sort results, select either **Name**, **Type**, **Category**, or **Enabled**.
Type	Select the type of portlet: **Java** or **WSRP**.

Configure Portlet Definition Area (List of Portlets)

Description	Enables you to select the portlets you want to configure.
Important Information	Click the name of a portlet to open its configuration details.

The area includes the following elements (listed alphabetically):

GUI Element	Description
Category	The portlet category.
Description	A description of the portlet.
Enabled	Select: ➤ **Yes** if the portlet is enabled to be added to a page. ➤ **No** if the portlet is not available to be added to a page.
Name	The name of the portlet. Click the name of the portlet to open the Configure Portlet Definition page for the selected portlet.
Prev/Next	To navigate the search results.
Type	The type of portlet: **Java** or **WSRP**.

Configure Portlet Definition Area

Description	Enables you to change the name of the portlet, its category, its display mode, and to enable or disable it.

The area includes the following elements (listed alphabetically):

GUI Element	Description
Category	The portlet category. A category helps users find the portlets they need.
Copy	To create a new portlet definition with similar properties as the current portlet definition. Click to open the Copy Portlet Definition page. The page is the same as the Configure Portlet Definition area. Make the changes. For details, see "Configure Portlet Definition Area" on page 116.
Created By	The name of the user who created the portlet.
Default Width	Select **Wide** or **Narrow** default portlet width. System default is **Narrow**.
Delete	Click to delete the portlet definition and confirm the deletion.
Description	A description of the portlet.
Enabled	Select: ➤ **Yes** if the portlet is enabled to be added to a page. ➤ **No** if the portlet is not available to be added to a page.
Last Modification Date	The date the portlet definition was last modified.
Last Modified By	The name of the user who last modified the portlet definition.
Manage Categories	Click the **Manage Categories** button to add or delete portlet categories. For details, see "Manage Categories Dialog Box" on page 143.
Name	Enter the name of the portlet.

GUI Element	Description
Portlet Display Name	The name of the portlet that is displayed in the page.
Portlet Type	The type of portlet: **Java** or **WSRP**.
Prev/Next	To navigate the search results.
View Usage	Displays a list of the users, modules, or hyperlinks that reference the portlet. This is information that you want to take into consideration when you want to disable a portlet or to modify its definition.

Configure Access Area

Description	Enables you to configure access to the portlet: ➤ Selected users/groups can add the portlet to their pages. For details, see "User Access Area" on page 118. ➤ Selected users/groups have modify access to this portlet. For details, see "Administrator Access Area" on page 119. ➤ WSRP consumers can consume the portlet from a remote portal. For details, see "WSRP Access Area" on page 119. **To Access:** Expand **Configuration Access**.
Important Information	For details about the type of access to the module, see "Types of Access" on page 42.

User Access Area

Description	Enables you to specify the users or groups who can add the portlet to their private My BAC dashboards.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	➤ Click the icon close to the **Require users to have one of these privileges** box to select the appropriate privilege. For details, see "Portlet Privilege Dialog Box" on page 150. ➤ Click the icon close to the **Give access to** box to choose the groups who will have user access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.
	Click to choose the users with user access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.
Add	Click to add the selected users or groups.
Allow access to only the following users and groups	Displays the selected users and groups.
Give access to	Select **User** or **Group**.
Require users to have one of these privileges	Displays the name of the privilege needed to add the portlet to private pages.

Administrator Access Area

Description	Enables you to select the users or groups who can modify the portlet definition.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users with administrator access to the portlet. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or group.
	Click to choose the groups with administrator access to the portlet. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or group.
Add	Click to add the selected users or groups of users.
Give access to	Select **User** or **Group**.
Name	Displays the name of the user or group of users.
Type	Displays the type (users or groups of users).

WSRP Access Area

Description	Enables you to select to make the portlet available to WSRP consumers. This means, that the portlet can be consumed from a remote portal.

The area includes the following elements (listed alphabetically):

GUI Element	Description
Make Portlet Available to WSRP Consumers	Select to make the portlet available to WSRP consumers. **Default: Make Portlet available to WSRP Consumers** is set for all Dashboard portlets.

Create Module Dialog Box

Description	Enables you to create a module, its pages, and the portlets in the pages, in a tree format. You can give sharing access to that module, add comments, and edit the portlets and their layouts. **To Access:** In My BAC Administration, select **Create Modules** in the **Manage Modules** tab.
Included in Tasks	"Create a Module" on page 21

The page includes the following elements (listed alphabetically):

GUI Element	Description
Create	Click to create open the Create <module_name> dialog box where you can add details about the module.
Description	Enter a description of the module.
Enable	To enable the module, select **Yes**. To disable the module, select **No**. **Default Value: Yes**. The module is available for adding to users' portals. **Note:** If you disable a module after it has been made available, the module is removed from the users shared area and a warning message is issued. The module pages are not removed from the users private area.
Module Name	Enter the name of the module.

Create WSRP URL Dialog Box

Description	Enables you to create a WSRP URL when you want to export portlets from My BAC to a remote portal. **To Access:** Select **Admin** > **My BAC** > **Manage Portlet Definitions** > **Create Secured WSDL**.
Important Information	The URL can be used with or without user credentials. For details, see "Use an Authenticated WSRP URL" on page 33. **Note to HP Managed Software Solution customers:** Pre-authenticated WSRL URL is supported in HP Managed Software Solution, and customers have their own producers. The logon user name, and password must be embedded in the URL. The customer ID is automatically embedded in the URL. The portlet definitions are those of the specific customer ID. When reentering the portlet, the user is logged on automatically.
Included in Tasks	"Pre-Authenticated WSRP URLs" on page 18

The page includes the following elements (listed alphabetically):

GUI Element	Description
Authenticate with user from WSRP consumer	Select to use a non-authenticated URL to access the WSRP portlet. You must define a consumer user as one of the users in HP Business Availability Center. For details, see "Use an Authenticated WSRP URL" on page 33.
Automatically authenticate with the following credentials	Select to use an automatically authenticated authenticated URL to access the WSRP portlet. For details, see "Use an Authenticated WSRP URL" on page 33.

GUI Element	Description
Copy	Click to highlight the contents of the **Use this URL for WSRP** box and to automatically copy this information to the clipboard. You can then copy the URL where needed. **Note:** In Mozilla Firefox, you must manually copy the contents to the clipboard.
Create	Enter a user name and password, and then click to create the URL. The default URL in the **Use this URL for WSRP** box is modified to include the user name and password, as follows: http://<server_name>/dashboard/wsrp4jproducer.wsdl?dsh_username=<user_name>&dsh_password=<password>&dsh_customer=<dsh_customer> Copy the URL to access a My BAC portlet from another portal or to import a portlet from another My BAC machine, with authentication. **Note:** ➤ <user_name> and <password> are encrypted. ➤ <dsh_customer> is automatically inserted. It is not encrypted and represents your Customer ID. **Do not modify it!**
Password	Enter the logon password if you are using an automatically authenticated URL. For details, see "Use an Authenticated WSRP URL" on page 33.
Use this URL for WSRP	Displays the default URL or the URL you created by clicking the **Create** button.
User name	Enter the logon user name. if you have selected to use an automatically authenticated URL. For details, see "Use an Authenticated WSRP URL" on page 33.

Edit Group Dialog Box

Description	Enables you to group pages.You can then add pages to the group. **To Access:** Select the Private Pages root and click the **New Group** button in the user's modules tree.
Important Information	You cannot create a group of pages under another group of pages.
Included in Tasks	"Create Users and Groups" on page 21

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Description	The description of the group of pages.
Group name	The name of the group of pages.

Edit Page Dialog Box

Description	Enables you to manage pages, portlets, and user pages. **To Access:** ➤ In My BAC, click the **Personalize** button . ➤ In My BAC Admin, in the Configure Module page: ➤ Select the module in the tree and click the **New Page** button . ➤ Right-click the module in the tree and select **New Page**. ➤ Right-click a page in the tree and select **Edit**.
Important Information	The page is split into two main panes: the tree of pages and the dialog box. The left pane is split into the **Private Pages** area and the **Shared Pages** area. For details, see "Module/Page Tree" on page 17. **Note:** When a new user is added to a group, the modules assigned to the group and their permissions are automatically passed on to the new user.
Included in Tasks	"Personalize Your My BAC Portal" on page 27
Useful Links	"Naming Conventions" in *Reference Information*

Tree of Pages area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to expand or collapse the left pane.
	This icon appears in the **Shared Pages** area of the tree in My BAC for modules or pages that can only be viewed (you cannot copy them or modify them).
<context menu options from the elements in the tree>	Right-click an element in the left pane to display the context menu options. For details, see "Context Menu Options and Toolbar Icons" on page 108.

GUI Element	Description
<toolbar icons>	Select an element in the left pane and click the appropriate toolbar icon. For details, see "Context Menu Options and Toolbar Icons" on page 108.
<tree of pages>	Displays: ➤ The Private Pages root and under that, the pages and portlets of the user. ➤ The Shared Pages root and under that the pages and portlets of the modules created by the administrator. ➤ The built-in Default Module. For details, see "Java and WSRP Portlets" on page 16.

Context Menu Options or Toolbar Icons

GUI Element	Description
 **Add**	To add a new page or a user page to the Private Pages area, right-click **Private Pages**, select the option or select a module, click the icon and select: ➤ **New Page** to add a blank page. For details, see "Edit Page Dialog Box" on page 124. ➤ **New Group** to add a group. For details, see "Edit Group Dialog Box" on page 123. ➤ **Add Preconfigured Page** to add a user page. For details, see "Add Preconfigured Pages Dialog Box" on page 103.
 **Back**	Click to return to the Create Module page.
 **Copy**	To copy a page, right-click the page and select the option or select the page in the tree and click the button. To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.

GUI Element	Description
 **Delete**	To delete a page in the tree, right-click the page and select **Delete**, or select the page, and click the button. You must also confirm the deletion. To delete a portlet in the tree, right-click the portlet and select **Delete**, or select the portlet, and click the button. You must also confirm the deletion.
Edit	To edit a page, right-click the page and select the option. For details, see "Edit Page Dialog Box" on page 124. You can then add portlets to the page or delete them from the page.To edit a portlet, right-click the portlet and select the option. For details, see "Edit Preferences <portlet_name> Dialog Box" on page 127.
 **Paste**	After you select a page and copy it, right-click **Private Pages** and select **Paste**, or click **Private Pages**, and click the button. After you select a portlet and copy it, right-click the page where you want to paste it and select **Paste**, or click the page where you want to paste the portlet, and click the button.
 **Up/Down**	To reorder the pages in the Private Pages area, right-click the page and select **Up** or **Down**, or select a page in the module, and use the **Up** and **Down** buttons. You can also rearrange the modules in the Shared Pages area; this change affects only the modules in your Shared Pages area.
 View	To display a preview of the page with real data, right-click the page and select **View** or select a page and click the button. To display a preview of the portlet with real data, right-click the portlet and select **View** or select a portlet and click the button.

Edit Page Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
<portlets>	Each portlet in the page is represented by a box. For more details, see "My BAC Page" on page 146. **Note:** If the user does not have the appropriate permissions to view the portlet, an error message is displayed inside the portlet box.
Add Portlets	Click to add portlets to the page. For details, see "Add Portlets to <page_name>/Add Portlets Dialog Box" on page 102.
Page Name	Enter the name of the page.
Preview	Click to preview the page. The page is displayed with real data.

Edit Preferences <portlet_name> Dialog Box

Description	Enables you to edit a portlet. **To Access:** Click the **Edit** button in the portlet frame.
Important Information	The page displays different elements depending on the selected portlet. For details, see below.
Included in Tasks	"Edit/Customize a Portlet" on page 26 "Manage the Portlets in Your Portal" on page 28

The page includes the following elements (listed alphabetically):

GUI Element	Description
<**areas**>	The areas displayed in the page depend on the selected portlet. The areas are (listed alphabetically): ➤ "Advanced Settings Area" on page 128 ➤ "Filter Area" on page 129 ➤ "KPI Selection Area" on page 129 ➤ "Options Area" on page 130 ➤ "RSS Area" on page 131 ➤ "View Selection Area" on page 132
Change Title	Click to change the title of the portlet.
Preview	Click to display a preview of the portlet with real data.

Advanced Settings Area

The area includes a subset of the following elements:

GUI Element	Description
Breakdown with pie chart	Select to display the portlet information in pie chart format.
Breakdown with pie chart and table	Select to display the portlet information in pie chart and table formats.
Breakdown with table	Select to display the portlet information in table format.
Graph	Select to display the portlet information in graph format.
Refresh rate	Choose how often to update the report: never (**No Refresh**), hourly (**1 Hour**), or every two hours (**2 Hours**).
Show only the selected subtree	Select the check box to display the CI and its subtree. Clear the check box to display all CIs included in the view. The selected CI is marked.
Table	Select to display the portlet information in table format.

Filter Area

Important Information	The Filter area is displayed for some of the portlets. It includes different elements depending on the portlet. When editing the Service Report portlet, click **Launch Service Report Builder** to open the Service Report Builder wizard. For details, see "Service Report Builder Wizard" on page 154.

KPI Selection Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
Business	A star in the column indicates that the corresponding KPI has been defined as a **Business** KPI or as a **Business** and **Operations** KPI. For details, see "KPIs for User Modes" in *Using Dashboard*.
KPI	Use this area to select the KPIs you want to display in the portlet. The listed KPIs correspond to the view and the view's CIs that you selected in the View Selection area.
Operation	A star in the column indicates that the corresponding KPI has been defined as an **Operations** KPI or as a **Business** and **Operations** KPI. For details, see "KPIs for User Modes" in *Using Dashboard*.

Options Area

The area includes the following elements (listed alphabetically):

Preference	Description
Active Filters	Displayed for the Filters portlet. Select from the list to create filters that filter CIs, to focus on a specific view, on specific CI types or statuses, or on problematic areas. For an explanation of the filters, see “Defining/Editing Filters Dialog Box” in *Using Dashboard*.
Map Style	Choose the style of the map to be displayed. For details, see “Geographical Map Page” in *Using Dashboard*.
Play Status Alert Sound	When selected, a sound alert is played when the portlet is currently displayed and a CI’s KPI changes status to Critical (red). The Critical status icon flashes until the next screen refresh. **Note:** ➤ If a CI in a hidden part of the view changes to **Critical** but does not change the status of any of the CIs in the currently displayed branches, no sound is played. ➤ The first time a view loads, no sound is played for the CI’s KPIs that are loaded at Critical status. The alert sound is a **.wav** file downloaded by the browser. **Note:** If you are using Mozilla, you must download a plug-in for playing **.wav** files. For details, see “Change the Status Alert Sound” on page 62.

Preference	Description
Show Acknowledgement	When selected, My BAC displays the acknowledgement icon in the portlet. For details, see "Acknowledge Performance Problems" in *Using Dashboard*.
Show only the selected subtree	Displayed for the Top View portlet. Select the check box to display the CI and its subtree. Clear the check box to display all CIs included in the view. The selected CI is marked.

RSS Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
Host	Enter the name of the proxy or gateway server.
Maximum number of items to display	Enter the number of items in an RSS feed to display in the portlet. For example, **5** means that My BAC displays the first 5 entries in a feed from a particular source. If you leave this field empty, My BAC displays all items in a feed.
Port	Enter the number of the port used by the proxy or gateway server to receive requests. **Default:** 80
Protocol	Enter the protocol used to send requests to the proxy or gateway server. **Default:** http
Refresh rate	Select the refresh rate, in minutes, from the list. Select **No Refresh** if you want to manually refresh the RSS feed display.
RSS URL	Enter the full URL that returns an XML file in RSS format.
Use proxy	Select to specify the proxy or gateway server used to access the RSS feed.

View Selection Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
<view explorer>	This pane displays View Explorer. Select the view and the CIs on which you want to focus the portlet. For details about View Explorer, see "View Explorer" in *Reference Information*.

Export My BAC Objects Dialog Box

Description	Enables you to export portlet definitions or modules. You save the resulting XML file and import it into another HP Business Availability Center instance. You would probably export a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment. For details on importing portlet definitions or modules, see "Import Portlets and Modules" on page 20. **To Access:** Select **Admin** > **My BAC** > **Manage Portlet Definitions** > **Export Objects**.
Important Information	You can export one or more portlets and one or more modules in one file, or you can export each portlet or module in its own file.
Included in Tasks	"Export Portlets and Modules" on page 31

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
	Click the icon near the **Export Portlet Definitions** box and select the portlets to be exported. If you select several portlets, they are exported together in one file. Click the **Export Modules** box to choose the modules to be exported and select the modules to be exported. If you select several modules, they are exported together in one file. **Note:** You can select to export both portlets and modules in one file.
Export	Click to open the XML file corresponding to the selected object, select all the lines in the file, and copy them to an external application. In the page that opens, click: ➤ **Open** to display the XML file in the Web browser (not recommended). ➤ **Save** to open the Save As dialog box. Navigate to the folder in which you want to save the file, enter a name for the file or accept the default name, and click **Save**. The selected portlet definitions and modules are exported to an XML file in the location you chose. ➤ **Cancel** to return to the Export My BAC Objects page without saving the file.
Export Modules	Enter the name of the module.
Export Portlet Definitions	Enter the name of the portlet definition.

Import My BAC Objects Dialog Box

Description	Enables you to import portlet definitions and modules. You would probably import a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment. **To Access:** Select **Admin** > **My BAC** > **Manage Portlet Definitions** > **Import Objects**.
Included in Tasks	"Import Portlets and Modules" on page 20

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Browse	Click to locate the folder where the XML file is located. Select the file and click **Open** to return to the Import My BAC Objects page.
Import	Click to import the selected object. My BAC displays a window with the import status for the portlet definitions and modules in the XML file.
Import from File	Enter the name of the file.
Replace same Modules	Select to replace a module with the data in the XML file. **Note:** If both check boxes are cleared, My BAC skips any portlet definitions or modules in the file, whose ID (for example, <uuid>) is the same as in My BAC.
Replace same Portlet Definitions	Select to replace a portlet definition by the imported one. **Note:** If both check boxes are cleared, My BAC skips any portlet definitions or modules in the file, whose ID (for example, <uuid>) is the same as in My BAC.

Import Portlet Definition Wizard

Description	Enables you to import a portlet definition to make it available to be added to a page in My BAC. **To Access:** Select **Admin** > **My BAC** > **Manage Portlet Definitions** > **Import Portlet Definition.**
Important Information	Only one portlet can be selected at a time.
Included in Tasks	"Import Portlet Definitions" on page 19
Wizard Map	**Import Portlet Definition Wizard**: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

Choosing Portlet Type Page

Description	Enables you to select the type of portlet you want to import.
Important Information	For important information, see "Import Portlet Definition Wizard" on page 135.
Wizard Map	Import Portlet Definition Wizard: **Choosing Portlet Type Page** > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
Java Portlet **WSRP Portlet**	Select the type of portlet you want to importing: Java or WSRP. For details, see "Java and WSRP Portlets" on page 16.
Next	Click to open the next wizard page. For details, see "Select from Available Portlets Page" on page 137 if you have selected **Java Portlet** or see "Define Producer Web Service Page" on page 136 if you have selected **WSRP Portlet**.

Define Producer Web Service Page

Description	Enables you to enter the WSRP Producer URL from which you want to import portlets.
Important Information	For important information, see "Import Portlet Definition Wizard" on page 135.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > **Define Producer Web Service Page** > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
Next	Click to open the next wizard page. For details, see "Select from Available Portlets Page" on page 137.
WSRP Producer URL	Enter the URL of a Web service that provides portlets via the WSRP protocol. If your consumer is: ➤ **Another My BAC user.** Enter a URL with the following format: **http://<server_name>/dashboard/wsrp4jproducer.wsdl** ➤ **An external portal.** Enter the appropriate URL. My BAC contacts the Web service to determine which portlets are available and displays them in the next page. **Note:** If you import a portlet from another My BAC machine, you can use a URL that includes the authentication information. For details, see "Create WSRP URL Dialog Box" on page 121.

Select from Available Portlets Page

Description	Enables you to select the portlet to be imported. **To Access:** ➤ Select **Java Portlet** in the Choose Portlet Type page and click **Next**. ➤ Click **Next** in the Define Producer Web Service page.
Important Information	In the Select from Available Portlets page, only one portlet can be selected at a time. For important information, see "Import Portlet Definition Wizard" on page 135.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > **Select from Available Portlets Page** > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
<Java Portlet>	Select a Java portlet. A red check mark next to a portlet signifies that it has been imported previously. For details, see "Java and WSRP Portlets" on page 16.
Finish	Click to perform other actions, such as importing another portlet definition. For details, see "Confirm a Successful Import Page" on page 143.
Next	Click to open the next wizard page.

Enter Portlet Information Page

The page includes the following elements (listed alphabetically):

Description	Enables you to change the portlet information such as the name or category.
Important Information	For important information, see "Import Portlet Definition Wizard" on page 135.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > **Enter Portlet Information Page** > Configure Access Page > Confirm a Successful Import Page

The area includes the following elements (listed alphabetically):

GUI Element	Description
Category	Select one or more categories that characterize the portlet. A category helps users find the portlets they need. Click the **Manage Categories** button to add or delete portlet categories. For details, see "Manage Categories Dialog Box" on page 143.
Default Width	Select **Wide** or **Narrow** default portlet width. System default is **Narrow**.
Description	To aid users, enter a description of the portlet. The maximum length of the description is 1800 characters.
Enabled	Choose **Yes** (default) to enable the portlet to be added to a page. (You would probably choose **No** in a testing environment.)
Finish	Click to perform other actions, such as importing another portlet definition. For details, see "Confirm a Successful Import Page" on page 143.
Name	Enter a new name for the portlet. **Note:** The name of the portlet must be unique. The maximum length of the name is 80 characters. This field is mandatory.
Next	Click to open the next wizard page. For details, see "Configure Access Page" on page 140. If a portlet definition with the name already exists, My BAC displays a message. Return to the Import Portlet Definition page and change the name.

Configure Access Page

Description	Enables you to configure access rights to the portlet for users, groups of users, and administrators. **Note:** Access to a portlet definition is given, by default, to all users and all administrators. If you assign access rights to specific users or groups of users, or to specific administrators, My BAC removes the **All Users** or **All Portlet Definition Administrators** type from the list and replaces the type with the user, group of users, or administrator you selected.
Important Information	In this page, decide whether users need a special license to access the portlet. **Note:** To configure a portlet definition, the user must have the permission to configure a portlet definition. Select **Platform** > **Admin** > **Users and Permissions**, select the **My BAC** context, select **Portlet Definitions**, and assign the permissions. For important information, see "Import Portlet Definition Wizard" on page 135.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > **Configure Access Page** > Confirm a Successful Import Page

User Access Area

Description	Enables you to select the users or groups who can add the portlet to their private My BAC dashboard.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click the icon near the **Require users to have one of these privileges** box to choose a privilege. Click the icon near the **Give Access to** box to choose the groups with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151.
	Click to choose the users with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151.
Give Access to	Select **User** or **Group**. **Note:** You must select at least one user or one group.
Name	The name of the selected user or group of users.
Require users to have one of these privileges	Enter the name of the application for which you have a license. **Note:** A user without the correct license for the application on which the portlet is based, cannot access the portlet.
Type	Displays the type (users or groups of users).

Administrator Access Area

Description	Enables you to select the users or groups who can modify the portlet definition and can also add the portlet to their private pages.

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to choose the users with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.
	Click to choose the groups with read-only access to the module. For details, see "Users or Groups Dialog Box" on page 151. **Note:** You must select at least one user or one group.
Give Access to	Select **User** or **Group**. **Note:** You must select at least one user or one group.
Name	The name of the selected user or group of users.
Type	Displays the type (users or groups of users).

Make Portlet available to WSRP Consumers

Description	Enables you to make the WSRP portlet available for Web service clients.

The area includes the following elements (listed alphabetically):

GUI Element	Description
Make Portlet available to WSRP Consumers	Select to make the WSRP portlet available for Web service clients.

Confirm a Successful Import Page

Description	The last stage of the procedure is to confirm that the portlet has been successfully imported. My BAC displays a message confirming a successful import.
Important Information	For important information, see “Import Portlet Definition Wizard” on page 135.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > **Confirm a Successful Import Page**

Manage Categories Dialog Box

Description	During the procedures for importing or configuring a portlet definition, you can select portlet categories that enable users to more easily find a specific portlet to add to their portal. My BAC categories include the HP Business Availability Center applications such as Service Level Management, Dashboard, and End User Management. You can add categories to the list. **To Access:** In the Import Portlet Definitions or Configure Portlet Definitions page, click the **Manage Categories** button to open the Manage Categories page.
Included in Tasks	“Manage Portlet Categories” on page 20

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to delete the appropriate user-defined category. **Note:** You cannot delete built-in categories: Dashboard, General, CMDB, End User Management, and SLM.
New Category	Enter the name of a new category and click **Add**.

Manage Modules Tab

Description	Enables you to manage modules. **To Access:** Select **Admin** > **My BAC**, and click the **Manage Modules** tab.

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to open the component online help.
Configure Modules	Enables you to edit existing modules. For example, add or delete pages and portlets from a module, set user access rights to modules, or copy and delete modules. Click to open the Configure Modules dialog box.
Create Module	Enables you to create modules that you publish or distribute to users. A module is a collection of pages in a portal that can be viewed by users when they access their My BAC portal. Click to open the Create Module dialog box.

Manage Portlet Definitions Tab

Description	Enables you to Configure portlets. **To Access:** Select **Admin** > **My BAC**, and click the **Manage Portlet Definitions** tab.

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to open the component online help.
Configure Portlet Definition	Enables you to edit, copy, or delete portlet definitions. Click to open the Configure Portlet Definitions dialog box.
Create WSRP URL	Enables you to create a WSRP URL when you want to export portlets from My BAC to a remote portal. Click to open the Create WSRP URL dialog box.
Export Portlets and Modules	Enables you to export portlet definitions and modules for importing into another HP Business Availability Center instance. Click to open the Export My BAC Objects dialog box.
Import Portlet Definition	Enables you to import portlet definitions so that the portlets are available for inclusion in a page. Click to open the Import Portlet Definition dialog box.
Import Portlets and Modules	Enables you to import portlet definitions and modules, for example, when moving data from a test to a production environment. Click to open the Import My BAC Objects dialog box.

My BAC Page

Description	Displays the pages set up for you by the Administrator. Enables you to personalize pages, or to add new pages and portlets. **To Access:** Select **My BAC**.
Important Information	If a portlet contains no data, My BAC displays the portlet's title bar only. You can set the cursor on a portlet's title bar and drag and drop the portlet in another location on the page.
Included in Tasks	"Add Pages to Your Portal" on page 27

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display the previous page or the next page.
	Click the button, and select a page or a portlet to display in the menu that opens. **Note:** If you have not yet viewed the page, an orange box appears next to its name.
	An orange box in the **Switch to page** menu indicates a page or a portlet that you have not yet viewed since its creation or since a change has been made to its definition. If a portlet definition has changed, the pages that include the portlet are also assigned the orange box. **Note:** The symbol disappears as soon as you open the page.
	A check mark indicates the current page in the **Switch to page** menu.

GUI Element	Description
	Click to view the My BAC administrator's comments for the module in the <module-name> Module Comments page. The administrator uses the module comments to inform users of changes to pages or portlets in the module.
	Click to open the Page Rotation dialog box, where you can specify the rotation time and if you want the pages to be displayed in pop-up mode. For details, see "Page Rotation Dialog Box" on page 149.
	Click to personalize your My BAC portal. For details, see "Edit Page Dialog Box" on page 124.
	Click to stop the rotation. For details, see above.
Shared Page	Indicates that the administrator has set the page's access status to **Allow access to all users** but did not set **Enable users to copy this module pages to their private dashboard**. For details, see "Configure Modules Dialog Box" on page 105.
Stop	Appears in a page that is rotating. Click to stop the rotation.

Portlet Frame

Each portlet frame includes the following elements (listed alphabetically):

GUI Elements	Description
	Click to display help about a specific portlet.
	Click to edit the portlet preferences. The portlet preferences are configured in HP Business Availability Center. For details on a particular portlet's preferences, see "Portlet Categories" on page 44.

GUI Elements	Description
	Click to maximize the portlet, so that My BAC displays the portlet across the two columns.
	Click to minimize the portlet, so that only the portlet's title bar is displayed. Click the button again to redisplay the portlet.
	Move the mouse over the button to display the filters defined for the HP Business Availability Center report.
	Indicates that the trend of the calculated measurement is up. For details, see "New Measurement Dialog Box" on page 164.
	Indicates that the trend of the calculated measurement is down. For details, see "New Measurement Dialog Box" on page 164.
	Indicates that the trend of the calculated measurement is the same (no change). For details, see "New Measurement Dialog Box" on page 164.
<context menu options>	In some of the portlets, use the context menu options to access other reports. For details on the context menu options in Dashboard portlets, see "Dashboard Menu Options" or "Top View Menu Options" (for the Top View portlet) in *Using Dashboard*.
Back	Click to return the portlet to its original size (across one column) after you have maximized it.

Page Rotation Dialog Box

Description	Enables you to specify the rotation rate of the pages in your My BAC application, and whether you want to display the pages in popup mode. Click to open the Page Rotation dialog box. **To Access:** In My BAC page, click 
Important Information	A page that is rotated is automatically refreshed before it is displayed and not refreshed during the period of time it is displayed.
Included in Tasks	"Personalize Your My BAC Portal" on page 27

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Full Screen	Optionally, select **Full screen** to display each page of My BAC in a pop-up page.
Interval	Enter the page rotation time. For example, if you enter 15 seconds, each page defined in My BAC is displayed, one after the other, every 15 seconds.

Portlet Privilege Dialog Box

Description	Enables you to select the applications for which you have a license. **To Access:** In the pages and dialog boxes of My BAC, click the privilege button .
Important Information	For details on defining privileges, see "User Management Overview" in *Platform Administration*.

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Available/Selected	Move privileges from the **Available** area to the **Selected** area to select them.
Change Order	Click to change the order of the privileges in the **Selected** area.
Find	Enter the first letters of the privilege name and click the button to display all the privileges whose name starts with those letters.
Privilege name starts with	Enter the name of the application, or the first letters of the application name for which you have a license and click **Find**.

Users or Groups Dialog Box

Description	Enables you to select users or groups. **To Access:** In the pages and dialog boxes of My BAC, click: ➤ The users button ➤ The groups button
Important Information	For details on defining users and groups, see "User Management" in *Platform Administration*.

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Available/Selected	Move users or groups from the **Available** area to the **Selected** area to select them.
Change Order	Click to change the order of the users or groups in the **Selected** area.
Find	Enter the first letters of a user or group of users name and click the button to display all the users or groups whose name starts with those letters.
Show All	Click to display a list of all the available users or groups.
User	Enter the name of the user or the first letters of the user or group of users name and click **Find**.

4

Service Report User Interface

This chapter describes the pages and dialog boxes that are part of the Service Report user interface, listed alphabetically.

Service Report Builder Wizard

Description	Enables you to select a data source on which you want to base the Service Report, to select the dimensions and measurements that are to appear in the report, and to specify the structure of the report. **To Access:** ➤ In My BAC, click the **Click here** button in the **Filter** area of the Edit Preferences page of a Service Report portlet. ➤ In Custom Report Manager, click the **Edit** button corresponding to the Service Report component.
Included in Tasks	"Configure a Service Report" on page 75
Wizard Map	**Service Report Builder Wizard** includes: Welcome > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > Select the Dimension Filters > Summary Page

Select a Data Source Page

Description	Enables you to select one or more data sources on which you want to base the Service Report.
Important Information	You can select more than one data source. You cannot select the **Service Level Management - SLA Components Data** and the **Service Level Management - SLA Data** together. For details on the impact of the data source selection, see "Dimensions and Measurements" on page 64.
Wizard Map	Service Report Builder Wizard includes: Welcome > **Select a Data Source Page** > Select Dimensions Page > Select Measurements Page > Select the Dimension Filters > Summary Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
Dashboard KPIs data	To build the report using data for business-related CIs, based on historical data from the associated Dashboard KPIs.
Over Time Additional data	To build the report using data such as Number of tickets and Number of measurements, for CIs and Time range dimensions, from multiple data sources.
Service Level Management - SLA KPI data	To build the report using the CIs, KPIs, SLAs, Time and Time Interval dimensions, and the Value, Status, Additional Values, and Objective measurements.
Service Level Management - SLA Status data	To build the report using the SLAs, Tracking Period, and Time dimensions, and the SLA Status for Previous Periods, SLA Current Status, and SLA Current Status By Time Periods, and SLA Forecast measurements.

Select Dimensions Page

Description	Use the Dimensions Selection page to select the dimensions you want to display in the report and whether they are to appear as a column or a row.
Important Information	See limitations in "Troubleshooting and Limitations" on page 96. Before using this page, see "Tips and Tricks" on page 72.
Wizard Map	Service Report Builder Wizard includes: Welcome > Select a Data Source Page > **Select Dimensions Page** > Select Measurements Page > Select the Dimension Filters > Summary Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Select a dimension in the **Available dimensions** area and click the forward arrow to move the dimension to the **Columns** or **Rows** area.
	Select a dimension in the **Row** or **Column** area and click the arrow to move the dimension back to the **Available dimensions** area.
	Change the order of the dimensions in the **Columns** or **Rows** area by clicking the up and down arrows. By default, the dimensions are listed in alphabetical order.
Available Dimensions	Select the appropriate dimension and select where you want to put it in the report by clicking the forward arrow to the **Columns** or **Rows** area. Use the following guidelines to select the dimensions: ➤ If you select only one dimension and move it to the **Rows** (**Columns**) area, the dimension's measurements appear as columns (rows) in the Service Report. ➤ If you select more than two dimensions, there is no restriction to the location of the dimensions.
Clear	Click to clear all the selections on the page.

GUI Element	Description
Enable automatic preview	You can display a preview of the report by selecting **Enable automatic preview**. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** If, after previewing the page, you clear **Enable automatic preview**, the automatic preview is disabled on the next wizard page.
Preview	Click to review the page. The preview shows the report structure with the column and row headers; it does not display data. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** The preview report displays randomly generated data and background color for illustration purposes only, and two placeholder values for each selected dimension.

Select Measurements Page

Description	Use the Measurements Selection page to select the measurements you want to display in the report and whether they should appear as rows or columns. The measurements that are listed in the **Available Measurements** area depend on the dimensions you selected in the Dimensions Selection page. For details, see “Dimensions and Measurements” on page 64.
Important Information	You must select at least one measurement. The dimensions and measurements of each application are mapped differently. For details, see “Dimensions and Measurements” on page 64 or “Select the Dimension Filters” on page 161. See limitations in “Troubleshooting and Limitations” on page 96. Before using this page, see “Tips and Tricks” on page 72.
Wizard Map	Service Report Builder Wizard includes: Welcome > Select a Data Source Page > Select Dimensions Page > **Select Measurements Page** > Select the Dimension Filters > Summary Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Select a measurement in the **Available Measurements** area to move the measurement to the **Selected Measurements** area.
	Select a measurement in the **Selected Measurements** area and click to move the measurement back to the **Available Measurements** area.
	Click to create a customized measurement. See limitations in “Troubleshooting and Limitations” on page 96.

GUI Element	Description
	Select a customized measurement and click to edit.
	Change the order of the measurements in the **Selected Measurements** area by clicking the up and down arrows. By default, the measurements are listed in alphabetical order.
Available Measurements	Select the appropriate measurement and click the right arrow to move the measurement to the **Selected Measurements** area. **Note:** For some measurements (like **Value**, or **Status**), select where you want the measurements to be displayed in the report by selecting **As column headers** or **As row headers**. For details, see "Dimensions and Measurements" on page 64.
Clear	Click to clear all the selections on the page.
Enable automatic preview	You can display a preview of the report by selecting **Enable automatic preview**. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** If, after previewing the page, you clear **Enable automatic preview**, the automatic preview is disabled on the next wizard page.

GUI Element	Description
Preview	Click to review the page. The preview shows the report structure with the column and row headers; it does not display data. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** The preview report displays randomly generated data and background color for illustration purposes only, and two placeholder values for each selected dimension and measurement.

Select the Dimension Filters

Description	Use the Dimensions Filter page to filter the dimensions you want to display in the report.
Important Information	The **Available Dimensions** area lists: ➤ The dimensions you selected in the Dimensions Selection page ➤ The dimensions related to the measurements you selected in the Measurement Selection page according to the application's dimensions and measurements map. For details, see "Dimensions and Measurements" on page 64. You must select the relevant dimension filters for each dimension listed in the **Available Dimension Filters** area. The type of link between dimensions and measurements has an influence on the type of selection you can perform: You must select at least one measurement. The dimensions and measurements of each application are mapped differently. For details, see "Dimensions and Measurements" on page 64. See limitations in "Troubleshooting and Limitations" on page 96. Before using this page, see "Tips and Tricks" on page 72.
Wizard Map	Service Report Builder Wizard includes: Welcome > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > **Select the Dimension Filters** > Summary Page

The page includes the following elements (listed alphabetically):

GUI Element	Description
Available Dimensions Filters	Select a dimension in the list.
Clear	Click to clear all selections.
Dimensions Filter	Select the required dimension filter. Select only two values for dimensions that are used as a base for calculated functions. If you select one, or more than two values, an error message is displayed. For additional information, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 66.
Enable automatic preview	You can display a preview of the report by selecting **Enable automatic preview**. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** If, after previewing the page, you clear **Enable automatic preview**, the automatic preview is disabled on the next wizard page.
Preview	Click to review the page. The preview shows the report structure with the column and row headers; it does not display data. When you edit an existing Service Report, **Enable automatic preview** is automatically selected and the **Preview** button is dimmed. Each change made to the top part of the page automatically generates the preview report. **Note:** The preview report displays randomly generated data and background color for illustration purposes only, and two placeholder values for each selected dimension.

Summary Page

Description	The Summary page displays the report you have created with real data and real background color.
Important Information	For more information, see "Edit Preferences <portlet_name> Dialog Box" on page 127.
Wizard Map	Service Report Builder Wizard includes: Welcome > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > Select the Dimension Filters > **Summary Page**

The page includes the following elements (listed alphabetically):

GUI Element	Description
Remove empty columns and rows from report	Select to remove, from the report, the columns and rows that do not have data.

New Measurement Dialog Box

Description	Enables you to add a calculated or aggregated measurement based on the measurements you selected in the Select Measurements page. **To Access:** Click **New Measurement** in the Select Measurements page in the Service Report Builder wizard.
Important Information	After you create a new measurement, you are returned to the **Select Measurements** page where the new measurement is automatically moved to the **Select Measurements** box. Any selection performed before creating a new measurement is discarded when you are returned to the **Select Measurements** box unless you validated the selection (by clicking the **Next** or **Back** button) before creating the new measurement. If you want to delete a measurement you created, move it back to the **Available Measurements** box. When you click **Finish**, the new measurements located in the **Available Measurements** box are automatically deleted (they are not in use). See limitations in "Troubleshooting and Limitations" on page 96.
Included in Tasks	"Configure a Service Report" on page 75 "Create a Customized Measurement" on page 82
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Measurement name	The name of the measurement you are creating. **Note:** * indicates that the field is compulsory.
Measurement description	The description of the measurement you are creating. **Note:** The description of the measurement appears as a tooltip when you move the mouse over the measurement in the Select Measurements page.
Measurement type	Select one of the following: ➤ **Calculated** to use a calculated function. ➤ **Aggregated** to use an aggregated function.
Select function	Select the appropriate function. For details, see "Calculated Functions" on page 165 or "Aggregated Functions" on page 166.

Calculated Functions

The calculated functions are as follows (listed alphabetically):

Function	Description
Difference	Returns the difference between the measurements selected in the **First measurement** list and the **Second measurement** list.
Difference by percentage	Returns the difference between the measurements selected in the **First measurement** list and the **Second measurement** list, divided by the measurement selected in the **Second measurement** list, and multiplied by 100 (the result is in percentages). **Note:** If the source measurement value is 0, and the target value is not 0, the function cannot calculate the difference, and the calculation result is "-". For example: the difference by percentage of 97 from 0 is "-".

Function	Description
Status	Compares the value of the measurement selected in **Compare measurement** box with the specified thresholds and returns a color. For more details, see "Status Function Automatic Measurements" on page 71.
Trend	Returns the trend between the measurements selected in the **First measurement** list and the **Second measurement** list. The trend is indicated in the final report, using up , down , or no change arrow . For details, see "My BAC Page" on page 146.

Aggregated Functions

The aggregated functions are as follows (listed alphabetically):

Function	Description
Average	Returns the average of the values of the measurement you select in the **Select measurement** list.
Max	Returns the highest value of the measurement you select in the **Select measurement** list.
Min	Returns the lowest value of the measurement you select in the **Select measurement** list.
Sum	Returns the sum of the values of the measurement you select in the **Select measurement** list.
Best	Available only for status measurement types. Returns the best status of all the selected measurement statuses.
Worst	Available only for status measurement types. Returns the worst status of all the selected measurement statuses.

Function	Description
Count Status	Available only for status measurement types. Returns the number of times the status has the value selected in the **Select measurement instance** during the selected period of time.
Status Percentage	Available only for status measurement types. Returns the percentage of the status with the value selected in the **Select measurement instance**.

Function Parameters

The function parameters are as follows (listed alphabetically):

GUI Element	Description
Compare measurement	Displayed when you create a **Status** calculated function. Select the measurement you want to compare with the thresholds you specify in **To Threshold**.
Create measurement	Displayed when you create a **Status** calculated function. Select one of the measurements that is automatically created when you create a **Status** calculated function. For details about those measurements, see "Status Function Automatic Measurements" on page 71.

<table>
<tr><th>GUI Element</th><th>Description</th></tr>
<tr><td>First measurement</td><td>Displayed when you create a calculated function.

Select the first measurement to be used in the calculation.

Note: When you create a calculated measurement, the names of the measurement in the First measurement and Second measurement lists are followed by an expression between parenthesis. For example, Event Count (Status 1) represents the instance of the measurement in the report. When the report including real data is displayed, the calculation occurs between the first instance of the measurement and the second instance of the measurement (or vice versa) according to your selection.

You can perform calculations between:
➤ Two different instances of the same measurement. You can select only two instances (values) of the dimension on which you base the calculation in the Select Dimensions Filter page.
➤ Different measurements. There is no limitation in the number of instances.

Note: When you select to display a dimension in a specific location (rows or columns), any calculated measurement based on that dimension and other selected measurements must also be displayed in the same location.</td></tr>
<tr><td>Second measurement</td><td>Displayed when you create a calculated function.

Select the second measurement to be used in the calculation.

For more information, see “First measurement” on page 168.</td></tr>
<tr><td>Select dimension</td><td>Displayed when you create a calculated function.

Select the dimension on which you want to perform the selected function.</td></tr>
</table>

GUI Element	Description
Select measurement	Displayed when you create an aggregated function. Select the measurement on which you want to perform the selected function.
Selected measurement instance	Displayed when you create a **Count Status** or a **Status Percentage** aggregated function. Select: **Failed**, **Breached**, **Minor Breached**, **Met**, **Exceeded**, **No Data**, or **Downtime**.
To thresholds	Displayed when you create a **Status** calculated function. Enter the threshold values and select the operator to specify the status displayed when the comparison between the value of the measurement you selected in the **Compare measurement** list complies with the thresholds. **Note:** The threshold definitions depend on the data source you selected in the **Select a Data Source** page.

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