

# HP Business Availability Center

for the Windows and Solaris operating systems

Software Version: 7.50

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## Using My BAC

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# Table of Contents

<b>Welcome to This Guide</b> .....	7
How This Guide Is Organized .....	7
Who Should Read This Guide .....	8
Getting More Information .....	8

## **PART I: MY BAC**

<b>Chapter 1: My BAC</b> .....	11
My BAC Portal Overview .....	12
My BAC Administration .....	13
My BAC Application .....	14
Java and WSRP Portlets .....	14
Module/Page Tree .....	16
Default Module .....	17
Administrator Tasks – Workflow .....	19
Set Up a Module .....	23
Set Up CMDB Portlets .....	30
Use a Non-Authenticated or an Authenticated WSRP URL .....	32
Deploy External Custom Java Portlets .....	33
Personalize Your My BAC Portal – Workflow .....	39
Use an HTML Portlet .....	43
My BAC User Interface .....	44
Troubleshooting and Limitations .....	124

**PART II: SERVICE REPORT**

**Chapter 2: Service Report ..... 129**  
Service Report Overview..... 130  
Dimensions and Measurements..... 130  
Service Report Formats ..... 134  
Status Function Automatic Measurements ..... 137  
Tips and Tricks ..... 139  
Configure a Service Report Portlet in My BAC – Workflow ..... 142  
Configure a Service Report in Report Manager – Workflow ..... 147  
Configure a Service Report – Scenario ..... 149  
Create a Customized Measurement ..... 157  
Service Report User Interface..... 160  
Troubleshooting and Limitations ..... 217  
**Index ..... 221**

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# Welcome to This Guide

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

**This chapter includes:**

- ▶ How This Guide Is Organized on page 7
- ▶ Who Should Read This Guide on page 8
- ▶ Getting More Information on page 8

## How This Guide Is Organized

The guide contains the following parts:

**Part I My BAC**

Describes how to define modules of portlets 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, and how a user can personalize and use the My BAC portal.

**Part II Service Report**

Describes how to create custom reports that display selected data from the data sources of Service Level Management, Dashboard, or other applications, as a Service Report portlet in My BAC or as a report in Report Manager.

## 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**

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**My BAC**



# 1

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## My BAC

This chapter includes the main concepts, tasks, and reference information for My BAC.

### **This chapter includes:**

#### **Concepts**

- ▶ My BAC Portal Overview on page 12
- ▶ My BAC Administration on page 13
- ▶ My BAC Application on page 14
- ▶ Java and WSRP Portlets on page 14
- ▶ Module/Page Tree on page 16
- ▶ Default Module on page 17

#### **Tasks**

- ▶ Administrator Tasks – Workflow on page 19
- ▶ Set Up a Module on page 23
- ▶ Set Up CMDB Portlets on page 30
- ▶ Use a Non-Authenticated or an Authenticated WSRP URL on page 32
- ▶ Deploy External Custom Java Portlets on page 33
- ▶ Personalize Your My BAC Portal – Workflow on page 39
- ▶ Use an HTML Portlet on page 43

#### **Reference**

- ▶ My BAC User Interface on page 44

**Troubleshooting and Limitations** on page 124

## My BAC Portal Overview

The My BAC portal is a view into HP Business Availability Center. The portal includes pages and portlets.

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

Portlets display information relevant to users' business tasks, for example, HP Business Availability Center reports, stock market prices, and more. Portlets can display reports or views from Dashboard, Service Level Management, SOA, End User Management, System Availability Management, UCMDB, HP Business Process Insight, and HP TransactionVision applications, and general portlets like RSS, Status Snapshot, and others.

The My BAC administrator sets up My BAC portals that include reports and real-time views that are of interest to specific users or groups of users. The administrator creates modules, adds pages and portlets to the modules, and shares the modules with selected users or security groups. Modules are packages of preconfigured pages that display portlets.

Users can only view modules, pages, and portlets to which the administrator has given them access rights. Users can also personalize their own portal by adding pages to the portal, adding portlets to pages, 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. Users 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 46.

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

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 (Service Report and Status Snapshot). Portlets written by industry-standard portlet providers can be imported into the system, provided they use the JSR168 standard.

## My BAC Administration

To access the My BAC administration pages, select **Admin > My BAC**.

My BAC administration includes the following tabs:

- ▶ **Manage Modules.** From this tab, you can:
  - ▶ **Create Modules.** You create modules, their pages, and the portlets in the pages. You can give sharing access to those modules, add comments, and edit the portlets and their layouts. For details, see “Create Module Page” on page 66.
  - ▶ **Configure Modules.** You can search for a module you want to modify or configure a module you created. For details, see “Configure Modules Dialog Box” on page 50.
- ▶ **Manage Portlet Definitions.** From this tab, you can:
  - ▶ **Import Portlet Definition.** You import portlet definitions so that the portlets are available for inclusion in a page. For details, see “Import Portlet Definition Wizard” on page 87.
  - ▶ **Configure Portlet Definition.** You can edit, copy, or delete portlet definitions. For details, see “Configure Portlet Definitions Dialog Box” on page 59.
  - ▶ **Export Portlets and Modules.** You can export portlet definitions and modules for importing into another HP Business Availability Center instance. For details, see “Export My BAC Objects Dialog Box” on page 84.

- ▶ **Import Portlets and Modules.** You can import portlet definitions and modules, for example, when moving data from a test to a production environment. For details, see “Import My BAC Objects Dialog Box” on page 86.
- ▶ **Create WSRP URL.** You can create a WSRP URL when you want to export portlets from My BAC to a remote portal. For details, see “Create WSRP URL Dialog Box” on page 67.

## **My BAC Application**

To access the My BAC application pages, select **My BAC** in the main navigation bar.

My BAC application displays the pages set up for you by the Administrator. The application enables you view the contents of the page portlets. You can also add pages and portlets, and personalize custom pages. For details, see “My BAC Page” on page 98.

## **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 include a portlet definition file and 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, ensure 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 <http://h20230.www2.hp.com/selfsolve/document/KM202754>.

## **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 (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 include 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> Page” on page 52.

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 or page tree by double-clicking it. You can use the buttons above the tree to add modules, pages, or portlets, clone modules or pages, and more.

For details about the tree of pages, see “Edit Page Dialog Box” on page 71.

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

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## Default Module

My BAC provides a default out-of-the-box module and a UCMDB default module.

### Default Module

The default module includes the following pages and portlets:

Page	Portlets
Dashboard	<ul style="list-style-type: none"> <li>➤ Top View</li> <li>➤ Filters</li> <li>➤ Welcome to My BAC Applet</li> </ul>
Dashboard Reports	<ul style="list-style-type: none"> <li>➤ KPIs Trend</li> <li>➤ KPIs Summary</li> <li>➤ KPIs Distribution Over Time</li> </ul>
Service Level Management	<ul style="list-style-type: none"> <li>➤ Worst Performing SLAs - Previous Periods Portlets</li> <li>➤ Worst Performing SLAs - Current Periods Portlets</li> </ul>
End User Management	<ul style="list-style-type: none"> <li>➤ End User - Least Available Locations</li> <li>➤ End User - Least Available Transactions</li> </ul>
Business Processes	<ul style="list-style-type: none"> <li>➤ Business Process Summary Portlet</li> <li>➤ Top View with the Business Processes view automatically selected</li> <li>➤ Dashboard Status Snapshot with the Business Processes view automatically selected. The administrator must specify the CIs to display in the portlet or you can copy the portlet to your private pages and edit it.</li> </ul>

Page	Portlets
Business Transactions	<ul style="list-style-type: none"> <li>▶ Business Transaction Summary Portlet</li> <li>▶ Top View with the Business Transactions view automatically selected</li> <li>▶ Dashboard Status Snapshot with the Business Transactions view automatically selected. The administrator must specify the CIs to display in the portlet or you can copy the portlet to your private pages and edit it.</li> </ul>
SOA	<ul style="list-style-type: none"> <li>▶ Web Service/Operation With Slowest Number of Calls</li> <li>▶ Slowest Web Service/Operation</li> <li>▶ Least Active Web Service/Operation</li> <li>▶ Least Available Web Service/Operation</li> <li>▶ Most Active Web Service/Operation</li> <li>▶ Web Service/Operation With Most SOAP Faults</li> </ul>

### UCMDB Default Module

The UCMDB default module that includes the following pages and portlets:

Page	Portlets
CMDB	<ul style="list-style-type: none"> <li>▶ CMDB Utilization</li> <li>▶ Delete Candidates</li> <li>▶ Discovery Job Statistics Report</li> <li>▶ Discovery Job Errors Report</li> <li>▶ Host O/S Breakdown</li> <li>▶ Database Breakdown</li> <li>▶ Major Application Type Breakdown</li> <li>▶ Network Device Breakdown</li> </ul>
Change	<ul style="list-style-type: none"> <li>▶ Number of Changes</li> <li>▶ Changed View</li> <li>▶ Changed Applications</li> </ul>

For more details about the portlets, see “Portlet Categories” on page 103.

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**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.

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## Administrator Tasks – Workflow

This section lists the steps performed by the administrator to create modules and their page and portlets components, to import or export modules or portlets, and to manage portlets, pages, and modules.

This task includes the following steps:

- “Set Up Licenses” on page 20
- “Create a Pre-Authenticated WSRP URLs – Optional” on page 20
- “Import Portlet Definitions – Optional” on page 20
- “Set Up CMDB Portlets – Optional” on page 20
- “Use an Authenticated WSRP URL – Optional” on page 21
- “Use an HTML Portlet – Optional” on page 21
- “Deploy External Custom Java Portlets – Optional” on page 21
- “Use WSRP Portlets on Solaris with an IPlanet Web Server – Optional” on page 21
- “Configure a Portlet Definition – Optional” on page 21
- “Manage Portlet Categories – Optional” on page 21
- “Set Up a Module – Optional” on page 22
- “Export Portlets and Modules – Optional” on page 22
- “Change the Status Alert Sound – Optional” on page 23

## 1 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, HP Business Process Insight, HP TransactionVision, and SOA. For details, see “License Management Overview” in *Platform Administration*.

## 2 Create a Pre-Authenticated WSRP URLs – Optional

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 67.

## 3 Import Portlet Definitions – Optional

Import portlet definitions using one of the following methods:

- ▶ **One by one.** Use the Import Portlet Definition wizard to select an existing Java or WSRP portlet, enter portlet information, and configure access to the portlet.

For details about Java or WSRP portlets, see “Java and WSRP Portlets” on page 14.

- ▶ **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 86.

For details about importing portlet definitions, see “Import Portlet Definition Wizard” on page 87.

## 4 Set Up CMDB Portlets – Optional

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 details, see “Set Up CMDB Portlets” on page 30.

## 5 Use an Authenticated WSRP URL – Optional

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. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 32.

## 6 Use an HTML Portlet – Optional

You can use the HTML portlet to enter your own HTML code that you want to display in a portlet in My BAC. For details, see “Use an HTML Portlet” on page 43.

## 7 Deploy External Custom Java Portlets – Optional

You can import Java portlets that comply with the Java Portlet Specification. For details, see “Deploy External Custom Java Portlets” on page 33.

## 8 Use WSRP Portlets on Solaris with an IPlanet Web Server – Optional

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="/<HP_BAC_web_application_context_name (usually topaz)/>/dashboard/*" name="J2FRedirect"`, add the following line:  
`NameTrans fn="assign-name" from="/dashboard/*" name="J2FRedirect"`

## 9 Configure a Portlet Definition – Optional

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 59.

## 10 Manage Portlet Categories – Optional

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 has pre-defined categories. You can add, remove, or change the name of user-defined categories. For details, see “Manage Categories Dialog Box” on page 95.

## 11 Set Up a Module – Optional

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.
- Import user-defined pages.

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**Note:** My BAC has two default modules. For details, see “Default Module” on page 17.

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For details about setting up a module, see “Set Up a Module” on page 23.

## 12 Export Portlets and Modules – Optional

You can export one or more portlets and one or more modules in one file, or you can export each portlet or module separately in its own file. You can then save the resulting XML files and import them 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 84.

### 13 Change the Status Alert Sound – Optional

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**).

The change takes effect immediately.

## 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 24
- “Create a Module” on page 24
- “Configure Access to the Module” on page 27
- “Add Pages or User Pages to a Module” on page 27
- “Change the Order of the Pages in a Module” on page 28
- “Add Portlets to a Page” on page 28
- “Edit/Customize a Portlet” on page 29
- “Customize the Portlets in a Page” on page 29
- “Filter a Portlet Display” on page 30
- “Modify the Display Refresh Rate” on page 30

## 1 Create Users and Groups

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

## 2 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> Page” on page 52.

- **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 71.



### 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.

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

#### Configure: New Module

⊖ Header

**Created By:** administrator

**Last Modified By:** administrator    **Last Modification Date:** Dec 23, 2006

**\*Module Name:**

**Description:**

**Enabled:**  Yes  No

⊖ Administrator Comments

Comments enables the administrator to share information about changes in the module with the module recipients.

**Add Comment:**

⊖ Configure Access

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

⊖ Configure Access

User Access

The following users/security-groups will have read-only access to this module

Allow access to all users

Allow access only to the following users/security-groups:

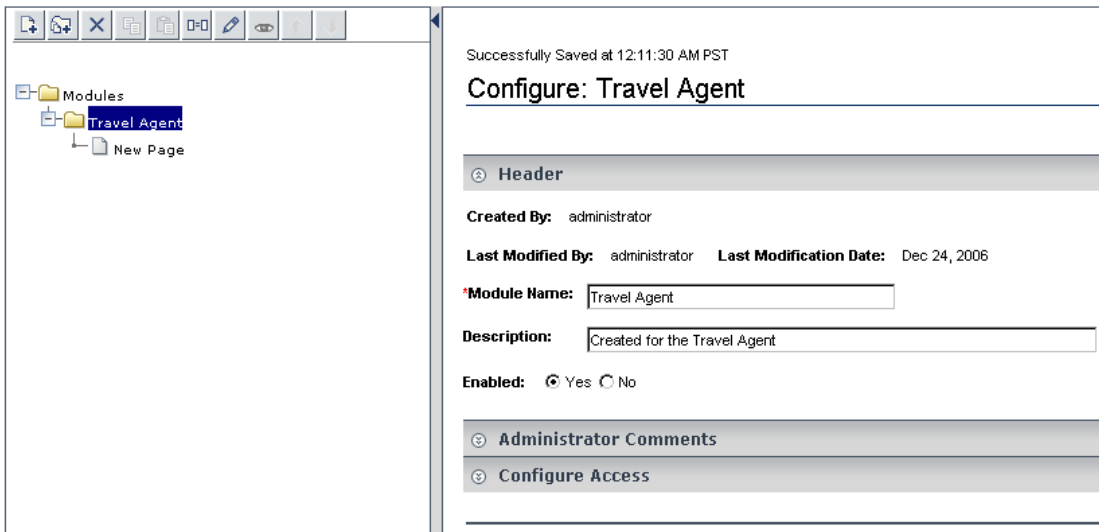
Security Type	Name
No Users	

Add Users:

Enable users to copy this module pages to their private dashboard

- c Click **Save**.

The result is as follows:

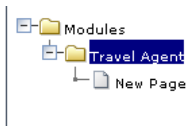


- d You can now add/modify comments or configure/modify access to the module. For details, see “Configure Access to the Module” on page 27.

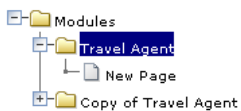
### Example – Clone a Module

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

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



- b The **Modules** tree displays the cloned module.



### 3 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> Page” on page 52.

### 4 Add Pages or User Pages to a Module

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

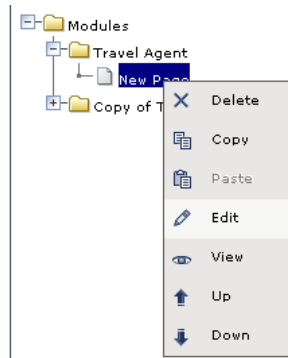
For details about adding an existing page to a module, see “Edit Page Dialog Box” on page 71.

For details about adding a user page to a module, see “Add a User’s Pages to Module Dialog Box” on page 47.

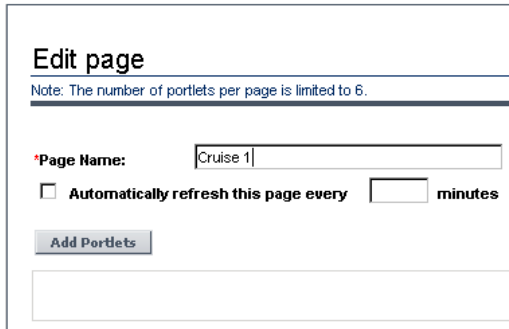
#### Example – Editing a Page

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

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



- b** Enter the name of the page.



**Edit page**

Note: The number of portlets per page is limited to 6.

\*Page Name:

Automatically refresh this page every  minutes

- c** You can then add portlets to the page. For details, see “Add Portlets to <page\_name>/Add Portlets Dialog Box” on page 45.

## 5 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 71.

## 6 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 45.

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**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.

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### ► 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 30.

### ► 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 83.

## 7 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 59.

## 8 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 Software-as-a-Service 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.

## 9 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 75.

## 10 Modify the Display Refresh Rate

If you want to modify the default display refresh rate (30 seconds), select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Applications**, select **Dashboard Application**, and modify the value of the **UI Refresh Rate** entry in the Dashboard Application - Refreshers table. Note that the change affects all display refresh rates in Dashboard and My BAC.

The change takes effect immediately.

## 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 the ip2location.csv file that lists the latitudes and longitudes of all countries.

For details on discovery, see “Discovery and Dependency Mapping – Overview” in *Discovery and Dependency Mapping Guide*.

**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 Kinadom		Hornchurch	51.556	0.214	

---

**Note:** You cannot use this file to exclude ranges.

---

- 4 Save the file and restart the DDM Probe: close the DDM Probe DOS command window and restart the DDM Probe (**Programs > Business Availability Center > Administration > DDM 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. For details, see “Group By Dialog Box” in *Model Management*.

## Use a Non-Authenticated or an Authenticated WSRP URL

A consumer can use HP Business Availability Center as a producer for a WSRP portlet. To access the portlet, the consumer can use the WSRP URL of 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.

---

**Note:** If the consumer portal is using LW-SSO (like HP ServiceCenter or My BAC), use the non-authenticated WSRP URL. For details about LW-SSO, see “Lightweight Single Sign-On Authentication” in *Platform Administration*.

---

This task includes the following steps:

- ▶ “Use a Non-Authenticated URL – Optional” on page 32
- ▶ “Use an Automatically Authenticated URL – Optional” on page 33

### **1 Use a Non-Authenticated URL – Optional**

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 67.



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.

## 2 Use an Automatically Authenticated URL – Optional

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 67.

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.

## 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 34
- “Create a Web Archive for the Portlet” on page 34
- “Create the MyPortletClass.class File” on page 35
- “Make the portlet-wrapper.jar File Available to your Web Archive” on page 35
- “Add the Portlet Section to the portlet.xml file” on page 35
- “Add a Servlet Mapping to Your HP Business Availability Center Descriptor File: web.xml” on page 37
- “PortletWrapperUtils API” on page 38
- “Import the New Portlet Definition” on page 38
- “Troubleshoot the Deployment of External Custom Java Portlets” on page 38

## 1 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`.

## 2 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.

---

### **3 Create the MyPortletClass.class File**

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

### **4 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.

### **5 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 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>

```

## 6 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>
```

## 7 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.

## 8 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 87.

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

## 9 Troubleshoot the Deployment of External Custom Java Portlets

For details, see “Troubleshoot the Deployment of External Custom Java Portlets” on page 125.

## Personalize Your My BAC Portal – Workflow

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” on page 39
- “Manage the Pages in Your Portal” on page 40
- “Create a Group of Pages and Add Pages to the Group” on page 40
- “Manage the Portlets in Your Portal” on page 40
- “Use an HTML Portlet” on page 43

### **1 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 71.
- **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 a User’s Pages to Module Dialog Box” on page 47.

## 2 Manage the Pages in Your Portal

You can manage your portal pages in the following ways:

- **Change the name of a page.** Click **Personalize** to open the Private Page tree, click the page to open the Edit page dialog box. For details, see “Edit Page Dialog Box” on page 71.
- **Change the order of the pages.** Click **Personalize** to open the Private Page tree. Select the page you want to move and use the Up or Down buttons. For details, see “Edit Page Dialog Box” on page 71 (see the Up/Down section).
- **Specify and run the page rotation.** In My BAC, select the page and click **Page Rotation**. For details, see “My BAC Page” on page 98.

## 3 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 on creating or editing a group, see “Edit Group Dialog Box” on page 70.

## 4 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 a User’s Pages to Module Dialog Box” on page 47.

For details on adding a user or group preconfigured page, see “Users or Groups Dialog Box” on page 123.



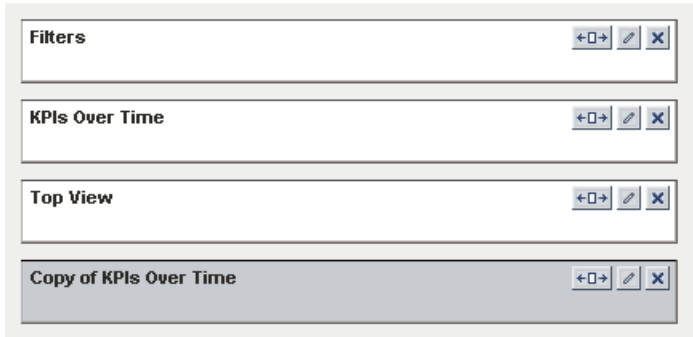
---

**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.
  - ▶ Before you add a CMDB portlet ensure that it has been set up properly. For details, see “Set Up CMDB Portlets” on page 30.
  - ▶ 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 83.
- 
- ▶ **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 portlet to a page, see “Add Portlets to <page\_name>/Add Portlets Dialog Box” on page 45.
  - ▶ **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 75.
    - ▶ **Modifying an SLM portlet advanced defaults.** For details about portlet preferences, see “Advanced Options Dialog Box” in *Using Service Level Management*.

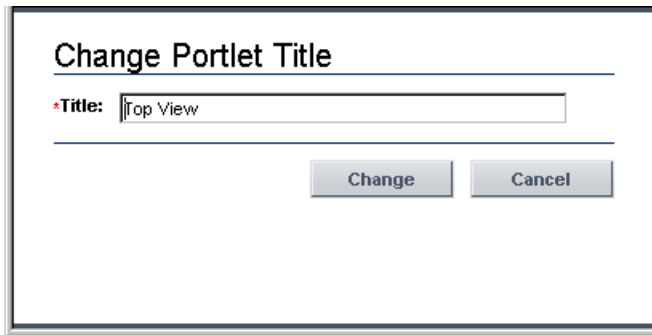
### Example – Clone a Portlet

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.

### Edit Preferences: End Users Monitor View (Top View)



The new portlet title displayed in the portal is:



## 5 Use an HTML Portlet

You can use the HTML portlet to enter your own HTML code in a portlet in My BAC. For details, see “Use an HTML Portlet” on page 43.

### 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:



## My BAC User Interface

### **This section describes:**

- ▶ Add Portlets to <page\_name>/Add Portlets Dialog Box on page 45
- ▶ Add a User's Pages to Module Dialog Box on page 47
- ▶ Add/Edit WSRP Producer Dialog Box on page 48
- ▶ Business Process Diagram Portlet on page 49
- ▶ Configure Modules Dialog Box on page 50
- ▶ Configure <module\_name> Page on page 52
- ▶ Configure Portlet Definitions Dialog Box on page 59
- ▶ Create Module Page on page 66
- ▶ Create WSRP URL Dialog Box on page 67
- ▶ Discovery Job Errors Report on page 69
- ▶ Discovery Job Statistics Report on page 70
- ▶ Edit Group Dialog Box on page 70
- ▶ Edit Page Dialog Box on page 71
- ▶ Edit Preferences <portlet\_name> Dialog Box on page 75

- Export My BAC Objects Dialog Box on page 84
- Import My BAC Objects Dialog Box on page 86
- Import Portlet Definition Wizard on page 87
- Manage Categories Dialog Box on page 95
- Manage Favorites Page on page 96
- Manage WSRP Producers Page on page 97
- My BAC Page on page 98
- Page Rotation Dialog Box on page 102
- Portlet Categories on page 103
- Portlet Privilege Dialog Box on page 116
- RSS Portlet on page 117
- Status Snapshot Portlet on page 118
- Users or Groups Dialog Box on page 123
- Welcome to My BAC Application Portlet on page 124

## **Add Portlets to <page\_name>/Add Portlets Dialog Box**

<b>Description</b>	<p>Enables you to add portlets to a page.</p> <p><b>To Access:</b></p> <ul style="list-style-type: none"> <li>➤ Select My BAC, display the page to which you want to add the portlet, and click <b>Add Portlets</b> to open the Add Portlets to Page dialog box.</li> <li>➤ In My BAC Admin, in the Edit page dialog box, click <b>Add Portlets</b>.</li> </ul>
<b>Included in Tasks</b>	<ul style="list-style-type: none"> <li>➤ “Add Portlets to a Page” on page 28</li> <li>➤ “Manage the Portlets in Your Portal” on page 40.</li> </ul>


## Search for Portlets to Add Area

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<b>Category</b>	Enter the portlet category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 103. <b>Default:</b> All.
<b>Find Portlets</b>	Click to list the portlets answering the query (and for which you have access rights).
<b>Portlet Name</b>	Enter the portlet name. Leave the boxes empty to find all portlets.

## Select Portlets to Add Area

The following elements are included (unlabeled GUI elements are shown in angle brackets):



GUI Element (A-Z)	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.
<b>Add</b>	Click to add the selected portlet to the page.
<b>Category</b>	The portlet category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 103. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.
<b>Description</b>	The description of the portlet. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.

GUI Element (A-Z)	Description
<b>Find Portlets</b>	Click to list the portlets answering the query (and for which you have access rights).
<b>Portlet Name</b>	The name of the portlet. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.

## Add a User's Pages to Module Dialog Box

<b>Description</b>	Enables you to add the pages created by another user to the module. <b>To Access:</b> Click <b>Add a User's Pages</b> in the Create Module page or click icon in tree.
<b>Included in Tasks</b>	"Add Pages or User Pages to a Module" on page 27

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 123.
	Click to choose the groups of users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 123.
<b>Add</b>	Click to save the changes.
<b>Pages</b>	Select the user's pages.

GUI Element (A-Z)	Description
<b>Replace pages in module with matching names</b>	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.
<b>User</b>	Select the user.

## **Add/Edit WSRP Producer Dialog Box**

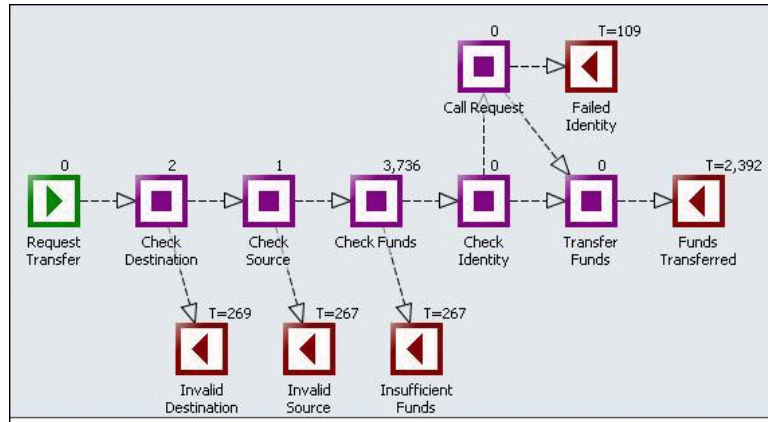
<b>Description</b>	Enables you to add or edit a WSRP producer information. <b>To access:</b> Click <b>Add</b> in the Manage WSRP Producers dialog box.
--------------------	--

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Description</b>	The description of the WSRP producer.
<b>Is producer available</b>	Click to verify that the URL of the WSRP producer is available.
<b>Name</b>	The name of the WSRP producer.
<b>WSRP Producer URL</b>	The URL of the WSRP producer.



## Business Process Diagram Portlet







<p><b>Description</b></p>	<p>Displays the process diagram of a BPI business process that corresponds to the selected CI. The information is obtained from the HP Business Process Insight application. For more information about the different elements displayed in the portlet, see HP Business Process Insight documentation.</p> <p><b>To Access:</b> Add the portlet to a page or a module.</p>
<p><b>Important Information</b></p>	<p>The Business Process Diagram portlet is included in the HP Business Process Insight category. Other portlets included in that category display HP Business Process Insight data in Dashboard reports.</p> <p>For additional information about viewing HP Business Process Insight data in HP Business Availability Center, see “HP Business Process Insight Data in HP Business Availability Center” in <i>Using Dashboard</i>.</p>
<p><b>Included in Tasks</b></p>	<p>“Administrator Tasks – Workflow” on page 19</p> <p>“Personalize Your My BAC Portal – Workflow” on page 39</p>

## Configure Modules Dialog Box

<b>Description</b>	Enables you to search for an existing module whose pages, portlets, access, and layout, you want to modify. <b>To Access:</b> In My BAC Administration, click the <b>Manage Modules</b> tab, and select <b>Configure Modules</b> .
<b>Important Information</b>	See limitations in “Troubleshooting and Limitations” on page 124.
<b>Included in Tasks</b>	“Create a Module” on page 24

### Search for a Module to Configure Area


The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	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 123.
	Click to display a calendar and select a date.
	Click to display the list of all the users and select from the list. For details, see “Users or Groups Dialog Box” on page 123.
	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 123.
<b>Ascending/Descending</b>	Select the type of sorting.
<b>Available to Users... Groups</b>	Enter the name of users or groups of users who are allowed to use the module.
<b>Created By</b>	Enter the name of the user who created the module.
<b>Last Updated From.. To</b>	Enter the date from when to start the search and when to end it.

GUI Element (A-Z)	Description
<b>Name starts with</b>	Enter the first letters of the module name. Keep the box empty and click <b>Search</b> if you want to list all the existing modules.
<b>Reset Form</b>	Click to empty all the fields in the form.
<b>Results Displayed Per Page</b>	Enter the number of results to display per page. <b>Note:</b> The limit is the number of portlets that have been imported into My BAC.
<b>Search</b>	When you click the button, a list of the modules matching the search criteria is displayed in the Select a Module to Configure area.
<b>Sort By</b>	Select by which criteria to list the modules matching the search criteria: <b>Name</b> , <b>Last Updated On</b> , or <b>Status</b> .
<b>Status</b>	Enter the status of the module.

### Select a Module to Configure Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click the button corresponding to the module you want to remove from the list.
<b>All</b>	Click to select all the modules.
<b>Configure Modules</b>	Select modules and press the button to open the Configure <module_name> dialog box where you can configure the module.
<b>Description</b>	The description of the module.
<b>Last Updated On</b>	The date when the module was last updated.
<b>Name</b>	The name of the module.


GUI Element (A-Z)	Description
None	Click to clear the module selection.
Status	Displays <b>Enabled</b> if the module is available to users or <b>Disabled</b> if the module is not available to users.

## **Configure <module\_name> Page**

<b>Description</b>	Enables you to create a new module, configure a module, add comments, and configure access to the module.  <b>To Access:</b> Double-click the appropriate module in the Configure Module page.
<b>Important Information</b>	The page is split into two main panes: the tree of modules and the dialog box. For details, see “Module/Page Tree” on page 16.  <b>Note:</b> 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.
<b>Included in Tasks</b>	“Create a Module” on page 24 “Configure Access to the Module” on page 27

### **Tree of Pages Area**





The following elements are included (unlabeled GUI elements are shown in angle brackets):




GUI Element (A-Z)	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 53.



GUI Element (A-Z)	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 53.
<tree of module>	Displays the currently selected module, its pages, and portlets.

## Context Menu Options and Toolbar Icons

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
 <b>Add</b>	<p>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:</p> <ul style="list-style-type: none"> <li>➤ <b>New Page</b> to add a blank page. For details, see “Edit Page Dialog Box” on page 71.</li> <li>➤ <b>Add User Page</b> to add a user page. For details, see “Add a User’s Pages to Module Dialog Box” on page 47.</li> </ul>
 <b>Back</b>	Click to return to the Create Module page.
 <b>Clone</b>	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.
 <b>Copy</b>	<p>To copy a page, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.</p>

GUI Element (A-Z)	Description
 <b>Cut</b>	<p>To cut a page before pasting it, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To cut a portlet before pasting it, right-click the portlet and select the option or select the portlet in the tree and click the button.</p>
 <b>Delete</b>	<p>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.</p> <p>To delete a page in the tree, right-click the page and select <b>Delete</b>, or select the page, and click the button. You must also confirm the deletion.</p> <p>To delete a portlet in the tree, right-click the portlet and select <b>Delete</b>, or select the portlet, and click the button. You must also confirm the deletion.</p>
<b>Edit</b>	<p>To edit a module, right-click the module and select the option. For details, see “Configure &lt;module_name&gt; Page” on page 52.</p> <p>To edit a page, right-click the page and select the option. For details, see “Edit Page Dialog Box” on page 71. 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 &lt;portlet_name&gt; Dialog Box” on page 75.</p>
 <b>Paste</b>	<p>After you have selected a page and copied/cut it, right-click the module where you want to paste the page and select <b>Paste</b>, or click the module where you want to paste the page, and click the button.</p> <p>After you have selected a portlet and copied/cut it, right-click the page where you want to paste it and select <b>Paste</b>, or click the page where you want to paste the portlet, and click the button.</p>

GUI Element (A-Z)	Description
 <b>Up/Down</b>	To reorder the pages of a module, right-click the page and select <b>Up</b> or <b>Down</b> , or select a page in the module, and use the <b>Up</b> and <b>Down</b> buttons.
 <b>View</b>	<p>To display a preview of the page that includes real data, right-click the page and select <b>View</b> or select a page and click the button.</p> <p>To display a preview of the portlet that includes real data, right-click the portlet and select <b>View</b> or select a portlet and click the button.</p>

## Header Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Created By</b>	The name of the user who created the module.
<b>Description</b>	Enter a brief description of the module.
<b>Enabled</b>	<p>To enable the module, select <b>Yes</b>.</p> <p>To disable the module, select <b>No</b>.</p> <p><b>Default value: Yes.</b> The module is available for adding to users' portals.</p> <p><b>Note:</b> 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.</p>
<b>Last Modification Date</b>	The date the module was last modified.
<b>Last Modified By</b>	The name of the user who last modified the module.
<b>Module Name</b>	Enter the name of the module. This name must be unique.

## Administrator Comments Area

<b>Description</b>	Enables you to add administrator comments to the module. <b>To Access:</b> Expand the <b>Administrator Comments</b> .
<b>Important Information</b>	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 <b>Switch to page</b> menu.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Add Comment</b>	Enter the comments.
<b>View Comments</b>	Click to display the Module Comments page with the comments you entered.

## Configure Access Area



The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>Description</b>	Enables you to configure read-only access for the selected users/groups. For details, see “Read-Only Area” on page 57. <b>To Access:</b> Expand the <b>Administrator Comments</b> .
<b>Important Information</b>	For details about the type of access to the module, see “Troubleshooting and Limitations” on page 124.



## Read-Only Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 123.</p> <p>The selected users are automatically added to the list of users.</p>
	<p>Click to choose the groups of users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 123.</p> <p>The selected groups of users are automatically added to the list of users.</p>
<p><b>Allow access to all users</b></p>	<p>Select to provide read-only access to the module to all the users.</p>
<p><b>Enable users to copy this module pages to their private dashboard</b></p>	<p>Select to enable the users selected above in the User Access area to copy the module pages to their private My BAC dashboards.</p>
<p><b>Name</b></p>	<p>Displays the name of the user or group of users.</p>
<p><b>Type</b></p>	<p>Displays the type (users or groups of users).</p>

## 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
<b>Read-only access</b>	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.
<b>Enable users to copy this module pages to their private dashboard</b>	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.

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**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*.

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## Configure Portlet Definitions Dialog Box

<b>Description</b>	Enables you to edit, copy, or delete portlet definitions. <b>To Access:</b> Select <b>Admin &gt; My BAC &gt; Manage Portlet Definitions &gt; Configure Portlet Definition</b> , and click <b>Configure Portlet Definition</b> .
<b>Included in Tasks</b>	“Configure a Portlet Definition – Optional” on page 21

### Search for a Portlet Definition to Configure Area

<b>Description</b>	Enables you to search for the portlet definition you want to edit, copy, or delete.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):


GUI Element (A-Z)	Description
	Click to select the category.
	Click to select the user.
<b>Ascending/Descending</b>	Select the sort order for results as ascending or descending. The default is ascending.
<b>Category</b>	Select a category to find only those portlet definitions that belong to that category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 103.
<b>Created By</b>	Enter the name of the user who created the portlet definition.
<b>Enabled</b>	Select: <ul style="list-style-type: none"> <li>➤ <b>Yes</b> (the default) to enable the portlet to be added to a page.</li> <li>➤ <b>No</b>. To prevent the portlet to be added to a page. You might use this option in a testing environment.</li> </ul>

GUI Element (A-Z)	Description
<b>Name starts with</b>	Enter all or part of a portlet definition's name. Typing part of a name yields all matching results.
<b>Reset Form</b>	Click this button to clear all the fields and display default criteria.
<b>Results Displayed Per Page</b>	Enter the number of search results to display on every page. The default is 50. This field is mandatory.
<b>Search</b>	Click to start the search.
<b>Sort By</b>	To sort results, select either <b>Name</b> , <b>Type</b> , <b>Category</b> , or <b>Enabled</b> .
<b>Type</b>	Select the type of portlet: <b>Java</b> or <b>WSRP</b> .

### Configure Portlet Definition Area (List of Portlets)

<b>Description</b>	Displays the list of portlets that correspond to the search criteria. You can then select the portlets you want to configure.
<b>Important Information</b>	Click the name of a portlet to open its configuration details.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click the button to delete the selected portlet.
<b>Category</b>	The portlet category. For a list of the categories and the portlets they include, see "Portlet Categories" on page 103.
<b>Description</b>	The description of the portlet.

GUI Element (A-Z)	Description
<b>Enabled</b>	Select: <ul style="list-style-type: none"> <li>▶ <b>Yes</b> if the portlet is enabled to be added to a page.</li> <li>▶ <b>No</b> if the portlet is not available to be added to a page.</li> </ul>
<b>Name</b>	The name of the portlet. Click the name of the portlet to open the Configure Portlet Definition page for the selected portlet.
<b>Prev/Next</b>	Click to navigate the search results.
<b>Type</b>	The type of portlet: <b>Java</b> or <b>WSRP</b> .

### Configure Portlet Definition: <portlet\_name>Area

<b>Description</b>	Enables you to change the name of the portlet, its category, its display mode, and to enable or disable it.
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The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<b>Category</b>	The portlet category. A category helps users find the portlets they need. For a list of the categories and the portlets they include, see “Portlet Categories” on page 103.
<b>Copy</b>	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: <portlet_name>Area” on page 61.
<b>Created By</b>	The name of the user who created the portlet.
<b>Default Width</b>	Select <b>Wide</b> or <b>Narrow</b> default portlet width. System default is <b>Narrow</b> .

GUI Element (A-Z)	Description
<b>Delete</b>	Click to delete the portlet definition and confirm the deletion.
<b>Description</b>	The description of the portlet.
<b>Enabled</b>	Select: <ul style="list-style-type: none"> <li>▶ <b>Yes</b> if the portlet is enabled to be added to a page.</li> <li>▶ <b>No</b> if the portlet is not available to be added to a page.</li> </ul>
<b>Last Modification Date</b>	The date the portlet definition was last modified.
<b>Last Modified By</b>	The name of the user who last modified the portlet definition.
<b>Manage Categories</b>	Click the <b>Manage Categories</b> button to add or delete portlet categories. For details, see “Manage Categories Dialog Box” on page 95.
<b>Name</b>	Enter the name of the portlet.
<b>Portlet Display Name</b>	The name of the portlet that is displayed in the page.
<b>Portlet Type</b>	The type of portlet: <b>Java</b> or <b>WSRP</b> .
<b>Prev/Next</b>	To navigate the search results.
<b>View Usage</b>	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.

## Portlet Communication Area

<b>Description</b>	This tab is for future use. <b>To Access:</b> Click the <b>Portlet Communication</b> tab.
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## Access Area

<b>Description</b>	<p>Enables you to configure access to the portlet:</p> <ul style="list-style-type: none"> <li>▶ Selected users/groups can add the portlet to their pages. For details, see “User Access Area” on page 64.</li> <li>▶ Selected users/groups have modify access to this portlet. For details, see “Administrator Access Area” on page 65.</li> <li>▶ WSRP consumers can consume the portlet from a remote portal. For details, see “WSRP Access Area” on page 65.</li> </ul> <p><b>To Access:</b> Click the <b>Access</b> tab.</p>
<b>Important Information</b>	For details about the type of access to the module, see “Troubleshooting and Limitations” on page 124.

### User Access Area

<b>Description</b>	Enables you to specify the users or groups who can add the portlet to their private My BAC dashboards.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):



GUI Element (A-Z)	Description
	<ul style="list-style-type: none"> <li>▶ Click the icon close to the <b>Require users to have one of these privileges</b> box to select the appropriate privilege. For details, see “Portlet Privilege Dialog Box” on page 116.</li> <li>▶ Click the icon close to the <b>Give access to</b> box to choose the groups with user access to the module. For details, see “Users or Groups Dialog Box” on page 123.</li> </ul> <p><b>Note:</b> You must select at least one user or one group.</p>
	<p>Click to choose the users with user access to the module. For details, see “Users or Groups Dialog Box” on page 123.</p> <p><b>Note:</b> You must select at least one user or one group.</p>
<b>Allow access to only the following users and groups</b>	Displays the selected users and groups.
<b>Give access to</b>	Select <b>User</b> or <b>Group</b> .
<b>Require users to have one of these privileges</b>	Displays the name of the privilege needed to add the portlet to private pages.



### Administrator Access Area

<b>Description</b>	Enables you to select the users or groups who can modify the portlet definition.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with administrator access to the portlet. For details, see “Users or Groups Dialog Box” on page 123. <b>Note:</b> 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 123. <b>Note:</b> You must select at least one user or group.
<b>Add</b>	Click to add the selected users or groups of users.
<b>Give access to</b>	Select <b>User</b> or <b>Group</b> .
<b>Name</b>	Displays the name of the user or group of users.
<b>Type</b>	Displays the type (users or groups of users).

### WSRP Access Area

<b>Description</b>	Enables you to select to make the portlet available to WSRP consumers. This means that the portlet can be consumed from a remote portal.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Make Portlet Available to WSRP Consumers</b>	Select to make the portlet available to WSRP consumers.  <b>Default value: Make Portlet available to WSRP Consumers</b> is set for all Dashboard portlets.

## Create Module Page

<b>Description</b>	Enables you to create a module, its pages, and the portlets in the pages, directly from the module tree. You can give sharing access to that module, add comments, and edit the portlets and their layouts.  <b>To Access:</b> In My BAC Administration, select <b>Create Modules</b> in the <b>Manage Modules</b> tab.
<b>Included in Tasks</b>	“Create a Module” on page 24

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Create</b>	Click to open the Create <module_name> dialog box where you can add details about the module.
<b>Description</b>	Enter the description of the module.

GUI Element (A-Z)	Description
<b>Enable</b>	<p>To enable the module, select <b>Yes</b>.</p> <p>To disable the module, select <b>No</b>.</p> <p><b>Default value: Yes.</b> The module is available for adding to users' portals.</p> <p><b>Note:</b> 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 of the disabled module are not removed from the users private area.</p>
<b>Module Name</b>	Enter the name of the module.

## Create WSRP URL Dialog Box

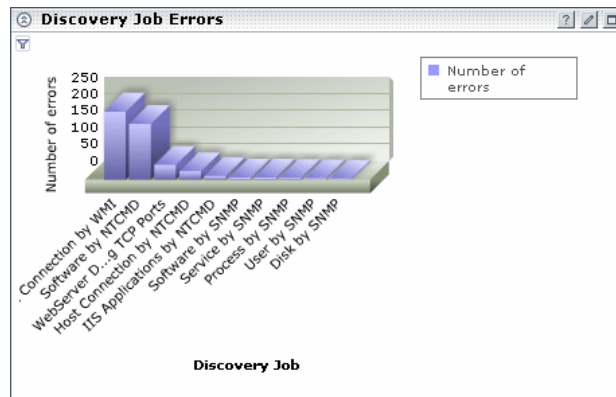
<b>Description</b>	<p>Enables you to create a WSRP URL when you want to export portlets from My BAC to a remote portal.</p> <p><b>To Access:</b> Select <b>Admin &gt; My BAC &gt; Manage Portlet Definitions &gt; Create WSRP URL</b>.</p>
<b>Important Information</b>	<p>The URL can be used with or without user credentials. For details, see "Use a Non-Authenticated or an Authenticated WSRP URL" on page 32.</p> <p><b>Note to HP Software-as-a-Service customers:</b> Pre-authenticated WSRP URL are supported in HP Software-as-a-Service, and customers can 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.</p>
<b>Included in Tasks</b>	"Administrator Tasks – Workflow" on page 19

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<p><b>Authenticate with user from WSRP consumer</b></p>	<p>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 a Non-Authenticated or an Authenticated WSRP URL” on page 32.</p>
<p><b>Automatically authenticate with the following credentials</b></p>	<p>Select to use an automatically authenticated URL to access the WSRP portlet. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 32.</p>
<p><b>Copy</b></p>	<p>Click to highlight the contents of the <b>Use this URL for WSRP</b> box and to automatically copy this information to the clipboard. You can then copy the URL where needed.</p> <p><b>Note:</b> In Mozilla Firefox, you must manually copy the contents to the clipboard.</p>
<p><b>Create</b></p>	<p>Enter a user name and password, and then click to create the URL. The default URL in the <b>Use this URL for WSRP</b> box is modified to include the user name and password, as follows:</p> <pre>http://&lt;server_name&gt;/dashboard/wsrp4jproducer.wsdl? dsh_username=&lt;user_name&gt;&amp;dsh_password= &lt;password&gt;&amp;dsh_customer=&lt;dsh_customer&gt;</pre> <p>Copy the URL to access a My BAC portlet from another portal or to import a portlet from another My BAC machine, with authentication.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>➤ &lt;user_name&gt; and &lt;password&gt; are encrypted.</li> <li>➤ &lt;dsh_customer&gt; is automatically inserted. It is not encrypted and represents your Customer ID. <b>Do not modify it!</b></li> </ul>

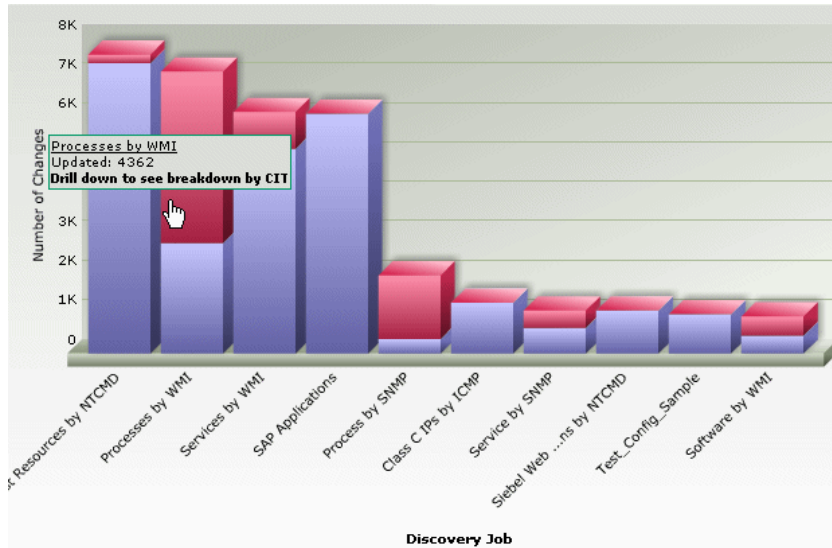
GUI Element (A-Z)	Description
<b>Password</b>	Enter the logon password if you are using an automatically authenticated URL. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 32.
<b>Use this URL for WSRP</b>	The box displays the default URL or the URL you created by clicking the <b>Create</b> button.
<b>User name</b>	Enter the logon user name. if you have selected to use an automatically authenticated URL. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 32.

## Discovery Job Errors Report



<b>Description</b>	Enables you to view the ten Discovery jobs that have the highest number of errors. <b>To Access:</b> Add the portlet to a page or a module.
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## Discovery Job Statistics Report



<p><b>Description</b></p>	<p>Enables you to view statistics for the ten most active Discovery jobs (that is, those with the most created, removed, or updated operations).</p> <p><b>To Access:</b> Add the portlet to a page or a module.</p>
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## Edit Group Dialog Box

<p><b>Description</b></p>	<p>Enables you to group pages. You can then add pages to the group.</p> <p><b>To Access:</b> Select the Private Pages root and click the <b>New Group</b> button in the user's modules tree.</p>
<p><b>Important Information</b></p>	<p>You cannot create a group of pages under another group of pages.</p>
<p><b>Included in Tasks</b></p>	<p>"Create Users and Groups" on page 24</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):



GUI Element (A-Z)	Description
Description	The description of the group of pages.
Group name	The name of the group of pages.

## Edit Page Dialog Box

<b>Description</b>	<p>Enables you to manage pages, portlets, and user pages.</p> <p><b>To Access:</b></p> <ul style="list-style-type: none"> <li>▶ In My BAC, click the <b>Personalize</b>  button.</li> <li>▶ In My BAC Admin, in the Configure Module page: <ul style="list-style-type: none"> <li>▶ Select the module in the tree and click the <b>New Page</b>  button.</li> <li>▶ Right-click the module in the tree and select <b>New Page</b>.</li> <li>▶ Right-click a page in the tree and select <b>Edit</b>.</li> </ul> </li> </ul>
<b>Important Information</b>	<p>The page is split into two main panes: the tree of pages and the dialog box. The left pane is split into the <b>Private Pages</b> area and the <b>Shared Pages</b> area. For details, see “Module/Page Tree” on page 16.</p> <p><b>Note:</b> 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.</p>
<b>Included in Tasks</b>	<p>“Personalize Your My BAC Portal – Workflow” on page 39</p>






## Tree of Pages Area




The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
	Click to expand or collapse the left pane.
	This icon appears in the <b>Shared Pages</b> 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 53.
<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 53.
<tree of pages>	<p>Displays the following hierarchies:</p> <ul style="list-style-type: none"> <li>▶ The Private Pages root and, as children of the root, the pages and portlets of the user added, by the user, to the Private Pages.</li> <li>▶ The Shared Pages root and, as children of the root, the pages and portlets of the modules created by the administrator.</li> <li>▶ The built-in Default Module. For details, see “Java and WSRP Portlets” on page 14.</li> </ul> <p>Double-click a portlet in the tree to open the Edit Preferences dialog box for the portlet.</p>



## Context Menu Options or Toolbar Icons

GUI Element (A-Z)	Description
 <b>Add</b>	<p>To add a new page or a user page to the Private Pages area, right-click <b>Private Pages</b>, select the option or select a module, click the icon and select:</p> <ul style="list-style-type: none"> <li>▶ <b>New Page</b> to add a blank page. For details, see “Edit Page Dialog Box” on page 71.</li> <li>▶ <b>New Group</b> to add a group. For details, see “Edit Group Dialog Box” on page 70.</li> </ul>
 <b>Back</b>	<p>Click to return to the Create Module page.</p>
 <b>Copy</b>	<p>To copy a page, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.</p>
 <b>Cut</b>	<p>To cut a page before pasting it, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To cut a portlet before pasting it, right-click the portlet and select the option or select the portlet in the tree and click the button.</p> <p>This capability is not supported for shared pages.</p>
 <b>Delete</b>	<p>To delete a page in the tree, right-click the page and select <b>Delete</b>, or select the page, and click the button. You must also confirm the deletion.</p> <p>To delete a portlet in the tree, right-click the portlet and select <b>Delete</b>, or select the portlet, and click the button. You must also confirm the deletion.</p>

GUI Element (A-Z)	Description
<p><b>Edit</b></p>	<p>To edit a page, right-click the page and select the option. For details, see “Edit Page Dialog Box” on page 71. 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 &lt;portlet_name&gt; Dialog Box” on page 75.</p>
<p> <b>Paste</b></p>	<p>After you select a page and copy/cut it, right-click <b>Private Pages</b> and select <b>Paste</b>, or click <b>Private Pages</b>, and click the button.</p> <p>After you select a portlet and copy/cut it, right-click the page where you want to paste it and select <b>Paste</b>, or click the page where you want to paste the portlet, and click the button.</p>
<p> <b>Up/Down</b></p>	<p>To reorder the pages in the Private Pages area, right-click the page and select <b>Up</b> or <b>Down</b>, or select a page in the module, and use the <b>Up</b> and <b>Down</b> buttons.</p> <p>You can also rearrange the modules in the Shared Pages area; this change affects only the modules in your Shared Pages area.</p>
<p> <b>View</b></p>	<p>To display a preview of the page with real data, right-click the page and select <b>View</b> or select a page and click the button.</p> <p>To display a preview of the portlet with real data, right-click the portlet and select <b>View</b> or select a portlet and click the button.</p>

## Edit Page Area

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<portlets>	Each portlet in the page is represented by a box. For more details, see “My BAC Page” on page 98. <b>Note:</b> If the user does not have the appropriate permissions to view the portlet, an error message is displayed inside the portlet box. Double-click a portlet to open the Edit Preferences dialog box for the portlet.
<b>Add Portlets</b>	Click to add portlets to the page. For details, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 45.
<b>Page Name</b>	Enter the name of the page.
<b>Preview</b>	Click to preview the page. The page is displayed with real data.

## Edit Preferences <portlet\_name> Dialog Box

<b>Description</b>	Enables you to edit a portlet. <b>To Access:</b> Click the <b>Edit</b> button in the portlet frame.
<b>Important Information</b>	The page displays different elements depending on the selected portlet. For details, see below.
<b>Included in Tasks</b>	“Edit/Customize a Portlet” on page 29 “Manage the Portlets in Your Portal” on page 40

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<areas>	The areas displayed in the page depend on the selected portlet. The areas are (listed alphabetically): <ul style="list-style-type: none"> <li>➤ “Advanced Settings Area” on page 76</li> <li>➤ “Filter Area” on page 77</li> <li>➤ “KPI Selection Area” on page 78</li> <li>➤ “Options Area” on page 81</li> <li>➤ “RSS Area” on page 83</li> <li>➤ “View Selection Area” on page 84</li> </ul>
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 (A-Z)	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 chart format.
Refresh rate	Choose how often to update the report: never ( <b>No Refresh</b> ), hourly ( <b>1 Hour</b> ), or every two hours ( <b>2 Hours</b> ).

GUI Element (A-Z)	Description
<b>Show only the selected subtree</b>	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.
<b>Table</b>	Select to display the portlet information in table format.

## Filter Area

<b>Important Information</b>	<p>The Filter area is displayed for some of the portlets. It includes different elements depending on the portlet.</p> <p>When editing the Service Report portlet, click <b>Launch Service Report Builder</b> to open the Service Report Builder wizard. For details, see “Service Report Builder Wizard” on page 162.</p>
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Advanced Options</b>	<p>Displays a subset of the description options that you want to add to reports to appear below the report data. Select the required options and click <b>OK</b> to save the changes.</p> <p>The link is available only for Service Level Management portlets.</p> <p>For details about the available options, see “Advanced Options Dialog Box” in <i>Using Service Level Management</i>.</p>
<b>Configuration Items</b>	<p>Displayed for some of the Dashboard portlets.</p> <p>Displays a subset of the CIs you can select to display in the portlet.</p> <p>For details, see “Configuration Items Dialog Box” in <i>Using Dashboard</i>.</p>

GUI Element (A-Z)	Description
<b>KPIs</b>	<p>Displayed for some of the Dashboard portlets.</p> <p>Select a subset of the KPIs attached to the CIs you selected.</p> <p>For details, see “KPIs Dialog Box” in <i>Using Dashboard</i>.</p>
<b>Raw data</b>	<p>Select the option to view raw data in the report.</p> <p>This option appears only for the Cross-Performance Report. For details, see “Cross-Performance Report” in <i>Using System Availability Management</i>.</p>
<b>Select Measurements</b>	<p>Opens the Select Measurements dialog box.</p> <p>This option appears only for the Cross-Performance Report.</p> <p>For details about the dialog box, see “Cross-Performance Report” in <i>Using System Availability Management</i>.</p>
<b>Statuses</b>	<p>Displayed for some of the Dashboard portlets.</p> <p>Select a subset of the statuses of the selected KPIs.</p> <p>For details, see “Statuses Dialog Box” in <i>Using Dashboard</i>.</p>
<b>Time Range and Granularity Bar</b>	<p>Select the option to view aggregated data in the report.</p> <p>For details, see “Common Report Elements” in <i>Reports</i>.</p>

### KPI Selection Area

<b>Important Information</b>	<p>The KPIs are listed according to the following logic:</p> <ul style="list-style-type: none"> <li>▶ The first three KPIs in the list are: <b>Availability</b>, <b>Performance</b>, and <b>System</b>.</li> <li>▶ The other KPIs are separated by a blank row from the important KPIs. Those KPIs are listed in alphabetical order.</li> </ul> <p>By default, all the KPIs are selected.</p>
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Business</b>	A star in the column indicates that the corresponding KPI has been defined as a <b>Business</b> KPI or as a <b>Business</b> and <b>Operations</b> KPI. For details, see “KPIs for User Modes” in <i>Using Dashboard</i> .
<b>Include in Portlet</b>	<p>Clear the option to ensure that the KPI is not displayed in the portlet and in the tooltips, and that it is not included in the CIs generic status when the CI status is calculated by including all the CI’s KPIs (like in Top View, Custom Map, Geographical Map, and Topology Map portlets).</p> <p>Select to include the KPI in the portlet display.</p> <p><b>Note:</b> In My BAC, each KPI that was assigned the <b>Include in View</b> option in the KPIs page in Dashboard Admin is assigned the <b>Include in portlet</b> option. You can deselect the <b>Include in portlet</b> option for additional KPIs. You cannot select the <b>Include in portlet</b> option for KPIs whose <b>Include in View</b> option in the KPIs page is cleared in Dashboard Admin. For details, see “KPIs Page” in <i>Using Dashboard</i>.</p>

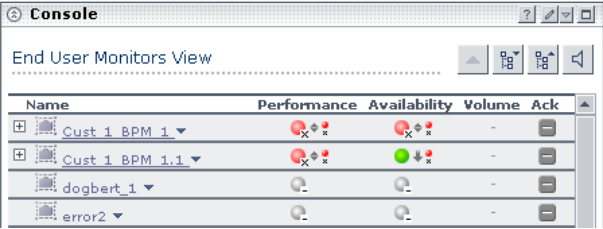
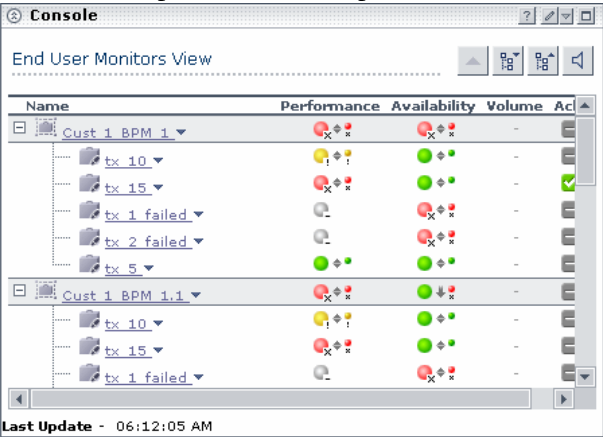
GUI Element (A-Z)	Description
<b>Include in CI Status</b>	<p>Clear the option to ensure that the KPI is displayed in the portlet and in the tooltips, but that it is not included in the CIs generic status when the CI status is calculated by including all the CI's KPIs (like in Top View, Custom Map, Geographical Map, and Topology Map portlets).</p> <p><b>Default value:</b> The option is selected.</p> <p><b>Note:</b> The <b>Include in CI Status</b> option is automatically cleared when the <b>Include in Portlet</b> option is cleared.</p> <p><b>Note:</b> In My BAC, each KPI that was assigned the <b>Include in CI Status</b> option in the KPIs page in Dashboard Admin is assigned the <b>Include in CI Status</b> option. You can deselect the <b>Include in CI Status</b> option for additional KPIs. You cannot select the <b>Include in CI Status</b> option for KPIs whose <b>Include in CI Status</b> option in the KPIs page is cleared in Dashboard Admin. For details, see “KPIs Page” in <i>Using Dashboard</i>.</p>
<b>KPI</b>	<p>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.</p>
<b>Operation</b>	<p>A star in the column indicates that the corresponding KPI has been defined as an <b>Operations</b> KPI or as a <b>Business</b> and <b>Operations</b> KPI. For details, see “KPIs for User Modes” in <i>Using Dashboard</i>.</p>



## Options Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

Preference	Description
<b>Active Filters</b>	<p>Displayed for the Filters portlet.</p> <p>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 <i>Using Dashboard</i>.</p>
<b>Map Style</b>	<p>Choose the style of the map to be displayed. For details, see “Geographical Map Page” in <i>Using Dashboard</i>.</p>
<b>Play Status Alert Sound</b>	<p>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.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▶ If a CI in a hidden part of the view changes to <b>Critical</b> but does not change the status of any of the CIs in the currently displayed branches, no sound is played.</li> <li>▶ The first time a view loads, no sound is played for the CI’s KPIs that are loaded at Critical status.</li> </ul> <p>The alert sound is a <b>.wav</b> file downloaded by the browser.</p> <p><b>Note:</b> If you are using Mozilla, you must download a plug-in for playing <b>.wav</b> files.</p> <p>For details, see “Change the Status Alert Sound – Optional” on page 23.</p>
<b>Show Acknowledgement</b>	<p>When selected, My BAC displays the acknowledgement icon in the portlet. For details, see “Acknowledge Performance Problems” in <i>Using Dashboard</i>.</p>

Preference	Description
<p><b>Show only the selected subtree</b></p>	<p>Displayed for the Top View portlet.</p> <p>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.</p>
<p><b>Tree Mode initial state</b></p>	<p>This option is available only for the Console portlets.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>▶ <b>Collapsed.</b> Select to display the portlet with all the subtrees collapsed. For example:</li> </ul>  <ul style="list-style-type: none"> <li>▶ <b>Expanded.</b> Select to display the portlet with all the subtrees expanded. For example:</li> </ul>  <p>For additional information about the Console page, see “Console Page” in <i>Using Dashboard</i>.</p>

## RSS Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Host</b>	Enter the name of the proxy or gateway server.
<b>Maximum number of items to display</b>	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.
<b>Port</b>	Enter the number of the port used by the proxy or gateway server to receive requests. <b>Default value:</b> 80
<b>Protocol</b>	Enter the protocol used to send requests to the proxy or gateway server. <b>Default value:</b> http
<b>Refresh rate</b>	Select the refresh rate, in minutes, from the list. Select <b>No Refresh</b> if you want to manually refresh the RSS feed display.
<b>RSS URL</b>	Enter the full URL that returns an XML file in RSS format.
<b>Use proxy</b>	Select to specify the proxy or gateway server used to access the RSS feed.

## View Selection Area


The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	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 <i>Model Management</i> .

## Export My BAC Objects Dialog Box

<b>Description</b>	<p>Enables you to export portlet definitions or modules. You save the resulting XML file and import it into another HP Business Availability Center instance.</p> <p>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 Portlet Definitions – Optional” on page 20.</p> <p><b>To Access:</b> Select <b>Admin &gt; My BAC &gt; Manage Portlet Definitions &gt; Export Objects</b>.</p>
<b>Important Information</b>	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.
<b>Included in Tasks</b>	“Export Portlets and Modules – Optional” on page 22

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Click the icon near the <b>Export Portlet Definitions</b> box and select the portlets to be exported. If you select several portlets, they are exported together in one file.</p> <p>Click the <b>Export Modules</b> 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.</p> <p><b>Note:</b> You can select to export both portlets and modules in one file.</p>
<b>Export</b>	<p>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:</p> <ul style="list-style-type: none"> <li>▶ <b>Open</b> to display the XML file in the Web browser (not recommended).</li> <li>▶ <b>Save</b> 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 <b>Save</b>. The selected portlet definitions and modules are exported to an XML file in the location you selected.</li> <li>▶ <b>Cancel</b> to return to the Export My BAC Objects page without saving the file.</li> </ul>
<b>Export Modules</b>	Enter the name of the module.
<b>Export Portlet Definitions</b>	Enter the name of the portlet definition.

## Import My BAC Objects Dialog Box

<b>Description</b>	<p>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 environment to a production environment.</p> <p><b>To Access:</b> Select <b>Admin &gt; My BAC &gt; Manage Portlet Definitions &gt; Import Portlets and Modules</b>.</p>
<b>Included in Tasks</b>	“Import Portlet Definitions – Optional” on page 20

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>GUI Element (A-Z)</b>	<b>Description</b>
<b>Browse</b>	Click to locate the folder where the XML file is located. Select the file and click <b>Open</b> to return to the Import My BAC Objects page.
<b>Import</b>	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.
<b>Import from File</b>	Enter the name of the file.
<b>Replace same Modules</b>	Select to replace a module with the data in the XML file. <b>Note:</b> 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.
<b>Replace same Portlet Definitions</b>	Select to replace a portlet definition by the imported one. <b>Note:</b> 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

<b>Description</b>	Enables you to import a portlet definition to make it available to be added to a page in My BAC. <b>To Access:</b> Select <b>Admin &gt; My BAC &gt; Manage Portlet Definitions &gt; Import Portlet Definition.</b>
<b>Important Information</b>	Only one portlet can be selected at a time.
<b>Included in Tasks</b>	“Import Portlet Definitions – Optional” on page 20
<b>Wizard Map</b>	<b>Import Portlet Definition Wizard:</b> 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

<b>Description</b>	Enables you to select the type of portlet you want to import.
<b>Important Information</b>	For important information, see “Import Portlet Definition Wizard” on page 87.
<b>Wizard Map</b>	Import Portlet Definition Wizard: <b>Choosing Portlet Type Page</b> > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):


GUI Element (A-Z)	Description
<p><b>Java Portlet</b> <b>WSRP Portlet</b></p>	<p>Select the type of portlet you want to importing: Java or WSRP.</p> <p>For details about the types of portlets, see “Java and WSRP Portlets” on page 14.</p>
<p><b>Next</b></p>	<p>Click to open the next wizard page. For details, see “Select from Available Portlets Page” on page 90 if you have selected <b>Java Portlet</b> or see “Define Producer Web Service Page” on page 88 if you have selected <b>WSRP Portlet</b>.</p>

## Define Producer Web Service Page

<p><b>Description</b></p>	<p>Enables you to enter the WSRP Producer URL from which you want to import portlets. This page is displayed when you have selected <b>WSRP Portlet</b> in the previous page of the wizard.</p>
<p><b>Important Information</b></p>	<p>For important information, see “Import Portlet Definition Wizard” on page 87.</p>
<p><b>Wizard Map</b></p>	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page &gt; <b>Define Producer Web Service Page</b> &gt; Select from Available Portlets Page &gt; Enter Portlet Information Page &gt; Configure Access Page &gt; Confirm a Successful Import Page</p>



The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to open the list of existing producer URLs where you can select the required URL.
<b>Manage WSRP Producers</b>	Click to open the Manager WSRP Producers page where you can manage WSRP producers.
<b>Next</b>	Click to open the next wizard page. For details, see “Select from Available Portlets Page” on page 90.
<b>Predefined Producer URL</b>	Enter the name of a predefined producer URL.
<b>WSRP Producer URL</b>	<p>Enter the URL of a Web service that provides portlets through the WSRP protocol. If your consumer is:</p> <ul style="list-style-type: none"> <li>▶ <b>Another My BAC user.</b> Enter a URL with the following format: <b>http://&lt;server_name&gt;/dashboard/wsrp4jproducer.wsdl</b></li> <li>▶ <b>An external portal.</b> Enter the appropriate URL.</li> </ul> <p>My BAC contacts the Web service to determine which portlets are available and displays them in the next page.</p> <p><b>Note:</b> 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 67.</p>

## Select from Available Portlets Page

<b>Description</b>	<p>Enables you to select the portlet to be imported.</p> <p><b>To Access:</b></p> <ul style="list-style-type: none"> <li>▶ Select <b>Java Portlet</b> in the Choose Portlet Type page and click <b>Next</b>.</li> <li>▶ Click <b>Next</b> in the Define Producer Web Service page.</li> </ul>
<b>Important Information</b>	<p>In the Select from Available Portlets page, you can select only one portlet at a time.</p> <p>For important information, see “Import Portlet Definition Wizard” on page 87.</p>
<b>Wizard Map</b>	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page &gt; Define Producer Web Service Page &gt; <b>Select from Available Portlets Page</b> &gt; Enter Portlet Information Page &gt; Configure Access Page &gt; Confirm a Successful Import Page</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets):

<b>GUI Element (A-Z)</b>	<b>Description</b>
<b>&lt;Java Portlet&gt;</b>	<p>Select a Java portlet.</p> <p>A red check mark next to a portlet signifies that it has been imported previously.</p> <p>For details, see “Java and WSRP Portlets” on page 14.</p>
<b>Finish</b>	<p>Click to perform other actions, such as importing another portlet definition. For details, see “Confirm a Successful Import Page” on page 95.</p>
<b>Next</b>	<p>Click to open the next wizard page.</p>

## Enter Portlet Information Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>Description</b>	Enables you to change the portlet information, such as the name or category.
<b>Important Information</b>	For important information, see “Import Portlet Definition Wizard” on page 87.
<b>Wizard Map</b>	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > <b>Enter Portlet Information Page</b> > Configure Access Page > Confirm a Successful Import Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>GUI Element (A-Z)</b>	<b>Description</b>
<b>Category</b>	Select one or more categories that characterize the portlet. A category helps users find the portlets they need. Click the <b>Manage Categories</b> button to add or delete portlet categories. For details, see “Manage Categories Dialog Box” on page 95.  For a list of the categories and the portlets they include, see “Portlet Categories” on page 103.
<b>Default Width</b>	Select <b>Wide</b> or <b>Narrow</b> default portlet width. System default is <b>Narrow</b> .
<b>Description</b>	To aid users, enter a description of the portlet. The maximum length of the description is 1800 characters.
<b>Enabled</b>	Choose <b>Yes</b> (default) to enable the portlet to be added to a page. (You would probably choose <b>No</b> in a testing environment.)
<b>Finish</b>	Click to perform other actions, such as importing another portlet definition. For details, see “Confirm a Successful Import Page” on page 95.

GUI Element (A-Z)	Description
<b>Name</b>	Enter a new name for the portlet. <b>Note:</b> The name of the portlet must be unique. The maximum length of the name is 80 characters. This field is mandatory.
<b>Next</b>	Click to open the next wizard page. For details, see “Configure Access Page” on page 92.  If a portlet definition with the same name already exists, My BAC displays a message. Return to the Import Portlet Definition page and change the name.



## Configure Access Page

<b>Description</b>	Enables you to configure access rights to the portlet, for users, groups of users, and administrators.  <b>Note:</b> 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 <b>All Users</b> or <b>All Portlet Definition Administrators</b> types from the list and replaces them with the user, group of users, or administrator you selected.
<b>Important Information</b>	In this page, decide whether users need a special license to access the portlet.  <b>Note:</b> To configure a portlet definition, the user must have the permission to configure a portlet definition. Select <b>Platform &gt; Admin &gt; Users and Permissions</b> , select the <b>My BAC</b> context, select <b>Portlet Definitions</b> , and assign the permissions.  For important information, see “Import Portlet Definition Wizard” on page 87.
<b>Wizard Map</b>	Import Portlet Definition Wizard:  Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > <b>Configure Access Page</b> > Confirm a Successful Import Page

## User Access Area

<b>Description</b>	Enables you to select the users or groups who can add the portlet to their private My BAC dashboard.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click the icon near the <b>Require users to have one of these privileges</b> box to choose a privilege. Click the icon near the <b>Give Access to</b> box to choose the groups with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 123.
	Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 123.
<b>Give Access to</b>	Select <b>User</b> or <b>Group</b> . <b>Note:</b> You must select at least one user or one group.
<b>Name</b>	The name of the selected user or group of users.
<b>Require users to have one of these privileges</b>	Enter the name of the application for which you have a license. <b>Note:</b> A user without the correct license for the application on which the portlet is based, cannot access the portlet.
<b>Type</b>	Displays the type (users or groups of users).

## Administrator Access Area

<b>Description</b>	Enables you to select the users or groups who can modify the portlet definition and who can also add the portlet to their private pages.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 123. <b>Note:</b> 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 123. <b>Note:</b> You must select at least one user or one group.
<b>Give Access to</b>	Select <b>User</b> or <b>Group</b> . <b>Note:</b> You must select at least one user or one group.
<b>Name</b>	The name of the selected user or group of users.
<b>Type</b>	Displays the type (users or groups of users).

## Make Portlet Available to WSRP Consumers

<b>Description</b>	Enables you to make the WSRP portlet available for Web service clients.
--------------------	---

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Make Portlet available to WSRP Consumers</b>	Select to make the WSRP portlet available for Web service clients.


## Confirm a Successful Import Page

<b>Description</b>	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.
<b>Important Information</b>	For important information, see “Import Portlet Definition Wizard” on page 87.
<b>Wizard Map</b>	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 > <b>Confirm a Successful Import Page</b>



## Manage Categories Dialog Box

<b>Description</b>	<p>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.</p> <p><b>To Access:</b> In the Import Portlet Definitions or Configure Portlet Definitions page, click the <b>Manage Categories</b> button to open the Manage Categories page.</p>
<b>Included in Tasks</b>	“Manage Portlet Categories – Optional” on page 21



The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to delete the appropriate user-defined category. <b>Note:</b> You cannot delete built-in categories: Dashboard, General, CMDB, End User Management, and SLM.
<b>New Category</b>	Enter the name of a new category and click <b>Add</b> . For a list of the existing categories and the portlets they include, see “Portlet Categories” on page 103.


## Manage Favorites Page

<b>Description</b>	Enables you to add or remove pages from the favorite’s list. <b>To access:</b> Click the <b>Favorites</b>  button and select the <b>Manage Favorites</b>  option in My BAC main page.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Select a favorite page in the Private and Shared pages boxes and click the button to make the page a favorite page.
	Select a favorite page in the right box and click the appropriate button to change the order of the pages in the favorite’s list.
<b>Edit</b>	Select a favorite page and click the button to open the Edit Favorite dialog box where you can modify the favorite page title and description. The description is displayed in a tooltip in My BAC page.







GUI Element (A-Z)	Description
<b>New</b>	Click to open the New Favorite dialog box where you can specify a title and a description for the new favorite page, and add a URL. The icon for such a favorite page is as follows:  HP Page
<b>Remove</b>	Select a page in the list of favorite pages and click remove to remove it from the favorites menu bar.

## Manage WSRP Producers Page

<b>Description</b>	Enables you to manage WSRP producers. <b>To access:</b> Click the Manager WSRP Producer button in the Import Portlet Definition (WSRP) dialog box.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

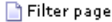








GUI Element (A-Z)	Description
	Opens the Edit WSRP Producer dialog box where you can edit the WSRP produced definition.
	Deletes the corresponding WSRP producer entry.
<b>Description</b>	The description of the WSRP producer.
<b>Name</b>	The name of the WSRP producer.
<b>Status</b>	Displays: <ul style="list-style-type: none"> <li>➤  If the WSRP Producer URL is available.</li> <li>➤  If the WSRP Producer URL is unavailable.</li> </ul>
<b>URL</b>	The URL of the WSRP producer.














## My BAC Page

<b>Description</b>	<p>Displays the pages set up for you by the Administrator. Enables you to personalize pages, to add new pages to the dashboard, and to add portlets to pages.</p> <p><b>To Access:</b> Select <b>My BAC</b> in the Business Availability Center menu bar.</p>
<b>Important Information</b>	<p>If a portlet contains no data, My BAC displays only the portlet's title bar.</p> <p>You can set the cursor on a portlet's title bar and drag and drop the portlet in another location on the page.</p>
<b>Included in Tasks</b>	"Add Pages to Your Portal" on page 39

The following elements are included (unlabeled GUI elements are shown in angle brackets>):










<b>GUI Element (A-Z)</b>	<b>Description</b>
	The icon in the left top corner of the page indicates that the current page is a Shared page (icon with the lock) or a private page (icon without the lock).
	Click to display the previous page or the next page.
	<p>Click the button, and select a page or a portlet to display in the menu that opens.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>➤ If you have not yet viewed a page, an orange box appears to the left of the page name in the menu.</li> <li>➤ My BAC remembers the last visited page, per session, so when you display a specific page in My BAC and access another application, the specific page is redisplayed when you return to My BAC.</li> </ul>

GUI Element (A-Z)	Description
<favorites toolbar>	<p>A toolbar to the right of the Switch to page and the right-button.</p> <p> Filter page  Change  HP Page</p> <p>The toolbar lists the pages that you have defined as favorites using the Favorite button. The blank page icon indicates a private page, the page with a lock icon indicates a shared page, and the page with a globe icon indicates a URL page created in the Manage Favorites dialog box.</p>
	<p>An orange box in the <b>Switch to page</b> 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.</p> <p>If a portlet definition has changed, the pages that include the portlet are also assigned the orange box.</p> <p><b>Note:</b> The symbol disappears as soon as you open the page for the first time.</p>
	<p>A check mark indicates the current page in the <b>Switch to page</b> menu.</p>
	<p>Click to view the My BAC administrator's comments for the module in the &lt;module-name&gt; Module Comments page.</p> <p>The administrator uses the module comments to inform users of changes to pages or portlets in the module.</p>
	<p>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 102.</p>
	<p>Click to personalize your My BAC portal. For details, see "Edit Page Dialog Box" on page 71.</p>
	<p>Click to stop the rotation. For details, see above.</p>

GUI Element (A-Z)	Description
	<p>When you want to add a portlet directly in the My BAC page, click the button to open the Add Portlets dialog box. This button is available only in private pages.</p>
	<p>Click to select the following options:</p> <ul style="list-style-type: none"> <li>▶  <b>Add to favorite.</b> The page is added to the favorite's shortcuts. <ul style="list-style-type: none"> <li> Change  Filter page  Discovery  News</li> </ul> <p>Click any icon in the favorite's list to display the corresponding page.</p> </li> <li>▶ <b>Note:</b> When you select more favorites than can fit in the list, the additional favorites are listed below the Favorites menu.</li> </ul> <div data-bbox="582 668 828 876" style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  <ul style="list-style-type: none"> <li> Add To Favorites</li> <li> Manage Favorites</li> <li> Change</li> <li> News</li> </ul> </div> <ul style="list-style-type: none"> <li>▶  <b>Manage favorites.</b> Opens the Manage Favorites page.</li> </ul>
<p><b>Shared Page</b></p>	<p>Indicates that the administrator has set the page's access status to <b>Allow access to all users</b> but did not set <b>Enable users to copy this module pages to their private dashboard</b>. For details, see "Configure Modules Dialog Box" on page 50.</p>
<p><b>Stop</b></p>	<p>Appears in a page that is rotating. Click to stop the rotation.</p>


## Portlet Frame

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	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 "Troubleshooting and Limitations" on page 124.
	Click to open the edit portlet menu. Select one of the following options: <ul style="list-style-type: none"> <li>▶ <b>Edit.</b> Select to open the Edit Preferences dialog box where you can edit the portlet preferences.</li> <li>▶ <b>Edit Portlet Title.</b> Select to open the Change Portlet Title dialog box where you can edit the portlet title.</li> <li>▶ <b>Delete.</b> Select to remove the portlet from the My BAC page.</li> </ul>
	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 "Create Measurement Dialog Box" on page 207.
	Indicates that the trend of the calculated measurement is down. For details, see "Create Measurement Dialog Box" on page 207.
	Indicates that the trend of the calculated measurement is the same (no change). For details, see "Create Measurement Dialog Box" on page 207.

GUI Element (A-Z)	Description
<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 “Customize Dashboard Display and Refresh Rate” or “Top View Menu Options” (for the Top View portlet) in <i>Using Dashboard</i> .
Back	Click to return the portlet to its original size (across one column) after you have maximized it.

## Page Rotation Dialog Box

<b>Description</b>	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. <b>To Access:</b> In My BAC page, click 
<b>Important Information</b>	A page that is rotated is automatically refreshed before it is displayed. It is not refreshed during the period of time it is displayed.
<b>Included in Tasks</b>	“Personalize Your My BAC Portal – Workflow” on page 39

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Full Screen	Optionally, select <b>Full screen</b> 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 Categories

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

This different categories are:

- “HP Business Process Insight Reports Portlets” on page 103
- “CMDB” on page 104
- “Dashboard” on page 106
- “End User Management” on page 107
- “General” on page 111
- “HP TransactionVision Reports Portlets” on page 112
- “Report Builders” on page 112
- “SLM” on page 112
- “SOA” on page 114
- “System Availability Management” on page 116

### HP Business Process Insight Reports Portlets

Portlet Name	Description
<b>Business Flow Thresholds</b>	This portlet is deprecated for version 7.50. To display the same information as the Business Flow Threshold portlet, use the Status Snapshot portlet. For details, see “Status Snapshot Portlet” on page 118.
<b>BPI Monitors Over Time Portlet</b>	Displays two graphs for each selected BPI Duration Monitor CI or BPI Custom/Value Monitor CI. One graph display the average/minimum/maximum/weighted value or duration of the selected CI over time. The other graph display the violated instances of the CI over time. For details, see “BPI Monitors Over Time Report” in <i>Using Dashboard</i> .

Portlet Name	Description
<b>BPI Process Diagram</b>	Displays the process diagram of a BPI business process that corresponds to the selected CI. For details, see “Business Process Diagram Portlet” on page 49.
<b>Business Process Over Time Portlet</b>	Displays over time information about the volume, backlog, and health of the selected Business Process CI. For details, see “Business Process Over Time Report” in <i>Using Dashboard</i> .
<b>Business Process Summary Portlet</b>	Displays summary data for the selected Business Process CIs. For details, see “Business Process Summary Report” in <i>Using Dashboard</i> .

## CMDB

Portlet Name	Description
<b>Changed Applications</b>	Displays the number of detected changes in applications within a defined period. For details, see “Changed Applications Report” in <i>Model Management</i> .
<b>Changed Views</b>	Displays a bar graph showing the number of changes that occurred in a specific view within a defined period. For details, see “Changed Views Report” in <i>Model Management</i> .
<b>CMDB Overview</b>	Displays general CMDB statistics. For details, see “CMDB Utilization Report” in <i>Model Management</i> .
<b>Database Breakdown</b>	Displays a pie chart showing the breakdown of database types and versions. For details, see “Database Breakdown Report” in <i>Model Management</i> .
<b>Delete Candidates</b>	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 Report” in <i>Model Management</i> .



Portlet Name	Description
<b>Discovery Job Statistics Report</b>	View the ten Discovery jobs that have the highest number of errors. For details, see “Discovery Job Statistics Report” on page 70.
<b>Discovery Job Errors Report</b>	View statistics for the ten most active Discovery jobs (that is, those with the most created, removed, or updated operations). Click a job to drill down to view statistics on the job’s CIT. For details, see “Discovery Job Errors Report” on page 69.
<b>Host O/S Breakdown</b>	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 OS Breakdown Report” in <i>Model Management</i> .
<b>Major Application Type Breakdown</b>	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 Report” in <i>Model Management</i> .
<b>Network Device Breakdown</b>	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 Report” in <i>Model Management</i> .
<b>Number of Changes</b>	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 Report” in <i>Model Management</i> .

## Dashboard

Portlet Name	Description
<b>Console</b>	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 <i>Using Dashboard</i> .
<b>Custom Map</b>	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 <i>Using Dashboard</i> .
<b>Filters</b>	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 <i>Using Dashboard</i> .
<b>Geographical Map</b>	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 <i>Using Dashboard</i> .
<b>KPIs Distribution Over Time</b>	Displays the distribution over time of the status of selected CIs and KPIs. For details, see “KPIs Distribution Over Time Report” in <i>Using Dashboard</i> .
<b>KPIs Over Time</b>	Displays the status or value, over time, of selected CIs and KPIs. For details, see “KPIs Over Time Report” in <i>Using Dashboard</i> .
<b>KPIs Summary</b>	Displays the statuses summary of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Summary Report” in <i>Using Dashboard</i> .

Portlet Name	Description
<b>KPIs Trend</b>	Displays the statuses trend of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Trend Report” in <i>Using Dashboard</i> .
<b>Status Snapshot</b>	Displays gauges that indicate the operational status of business components. For details, see “Status Snapshot Portlet” on page 118.
<b>Top View</b>	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 <i>Using Dashboard</i> .
<b>Topology Map</b>	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 <i>Using Dashboard</i> .

## End User Management

Portlet Name	Description
<b>End User - Least Available Locations</b>	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 <i>Using End User Management</i> .
<b>End User - Least Available Transactions</b>	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 <i>Using End User Management</i> .

Portlet Name	Description
<b>Real User End Users by Page Summary</b>	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 <i>End User Management</i> .
<b>Real User End Users by Transaction Summary</b>	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 <i>End User Management</i> .
<b>Real User Event Analysis by End User Groups</b>	Displays data for a selected event type, broken down by end-user groups. For details, see “Event Analysis Report” in <i>End User Management</i> .
<b>Real User Event Analysis by Pages</b>	Displays data for a selected event type, broken down by pages. For details, see “Event Analysis Report” in <i>End User Management</i> .
<b>Real User Event Analysis by Servers</b>	Displays data for a selected event type, broken down by servers. For details, see “Event Analysis Report” in <i>End User Management</i> .
<b>Real User Monitor - Least Available Applications</b>	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 “Status Snapshot” in <i>Using End User Management</i> .
<b>Real User Monitor - Slowest Applications</b>	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 “Status Snapshot” in <i>Using End User Management</i> .
<b>Real User Monitor Application Errors Summary</b>	Displays a summary of application errors in monitored applications, configured in End User Management Administration. For details, see “Pages with Most Errors” in <i>Using End User Management</i> .

Portlet Name	Description
<b>Real User Monitor Event Count</b>	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 <i>Using End User Management</i> .
<b>Real User Monitor HTTP Errors Summary</b>	Displays a summary of HTTP errors in monitored applications, configured in End User Management Administration. For details, see “Pages with Most Errors” in <i>Using End User Management</i> .
<b>Real User Monitor Informational Events Summary</b>	Displays a summary of informational events in monitored applications, configured in End User Management Administration. For details, see “End User Summary Report” in <i>Using End User Management</i> .
<b>Real User Monitor Performance Events Summary</b>	Displays a summary of performance events in monitored applications, configured in End User Management Administration. For details, see “Event Summary Report” in <i>Using End User Management</i> .
<b>Real User Page Availability Over Time</b>	Displays details of the availability for the selected Web page over the course of time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
<b>Real User Page Breakdown Over Time</b>	Displays details of the breakdown for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
<b>Real User Page Hits Availability Over Time</b>	Displays details of the hits availability for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
<b>Real User Page Performance Over Time</b>	Displays details of the performance for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
<b>Real User Page Summary</b>	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 <i>Using End User Management</i> .

Portlet Name	Description
<b>Real User Server Over Time</b>	Displays a graph and table of the server's page hits and availability over time. For details, see "Server Over Time Report" in <i>Using End User Management</i> .
<b>Real User Server Summary</b>	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 <i>Using End User Management</i> .
<b>Real User Transaction Availability Over Time</b>	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
<b>Real User Transaction Breakdown Over Time</b>	Displays details of the breakdown for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
<b>Real User Transaction Hits Availability Over Time</b>	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
<b>Real User Transaction Performance Over Time</b>	Displays details of the performance for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
<b>Real User Transaction Summary</b>	Displays data for specific transactions that were configured for Real User Monitor in End User Management Administration. For details, see "Transaction Summary Report" in <i>Using End User Management</i> .
<b>Triage Report - Error Details</b>	Displays error details for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .
<b>Triage Report - Error Summary</b>	Displays a summary of errors organized by error type for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .
<b>Triage Report - Raw Data</b>	Displays raw data information for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .

Portlet Name	Description
<b>Triage Report - Transaction Breakdown</b>	Displays a breakdown over time of response time data for Business Process Monitor. For details, see “Triage Report” in <i>Using End User Management</i> .
<b>Triage Report - Transaction Group by Location</b>	Displays an in-depth picture of the performance of transactions grouped by locations for Business Process Monitor. For details, see “Triage Report” in <i>Using End User Management</i> .

## General

Portlet Name	Description
<b>HTML Portlet</b>	Displays any HTML content. For details, see “Use an HTML Portlet” on page 43.
<b>RSS Portlet</b>	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 117.
<b>Welcome to My BAC Application</b>	Displays an introduction to the My BAC Application. For details, see “Welcome to My BAC Application Portlet” on page 124.

## HP TransactionVision Reports Portlets

Portlet Name	Description
<b>Business Transaction Over Time</b>	Displays over-time numerical or financial metrics for a selected business transaction from HP TransactionVision. For details, see “Business Transaction Over Time Report” in <i>Using Dashboard</i> .
<b>Business Transaction Summary</b>	Displays numerical and financial metrics for selected business transactions from HP TransactionVision. The metrics are shown broken down by different transaction state categories, such as failures or delays. For details, see “Business Transaction Summary Report” in <i>Using Dashboard</i> .

## Report Builders

Portlet Name	Description
<b>Custom Query Builder</b>	Displays a table of data retrieved from the database, answering to a Generic Reporting Engine API query. For details, see “Custom Query Builder” in <i>Reports</i> .
<b>Service Report</b>	Displays a personalized table report constructed over several data sources. For details, see “Service Report” on page 129.

## SLM

Portlet Name	Description
<b>SLA Status Portlet</b>	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 <i>Using Service Level Management</i> .
<b>SLA Summary Portlet</b>	Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, time period. For details, see “SLAs Summary Report” in <i>Using Service Level Management</i> .



Portlet Name	Description
<b>SLM CI Impact Portlet</b>	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 <i>Using Service Level Management</i> .
<b>SLM CI Status Portlet</b>	Displays the results for a CI and its descendants. For details, see “CI Status Report” in <i>Using Service Level Management</i> .
<b>SLM CI Summary Portlet</b>	Displays a summary of all CIs for a specific SLA. For details, see “CI Summary Report” in <i>Using Service Level Management</i> .
<b>SLM CIs Over Time Portlet</b>	Displays CIs over a time period, for a selected SLA. For details, see “CIs Over Time Report” in <i>Using Service Level Management</i> .
<b>SLM CIs Over Time vs. Target Portlet</b>	Displays defined targets superimposed on the data of CIs for a selected SLA. For details, see “CI Over Time vs. Target Report” in <i>Using Service Level Management</i> .
<b>SLM Outage Breakdown Portlet</b>	Displays breakdown of all outages for selected CIs for one SLA, for specific calendar. For details, see “Outage Breakdown Report” in <i>Using Service Level Management</i> .
<b>SLM Outage Summary Portlet</b>	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 <i>Using Service Level Management</i> .
<b>SLM Outages Distribution Portlet</b>	Displays a distribution of outages for selected CIs. For details, see “Outage Distribution Report” in <i>Using Service Level Management</i> .
<b>SLM Time Range Comparison Portlet</b>	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 <i>Using Service Level Management</i> .

Portlet Name	Description
<b>Worst-Performing SLAs - Current Periods Portlet</b>	Displays the latest status of the ten worst-performing SLAs. For details, see “Current Periods Pane” in <i>Using Service Level Management</i> .
<b>Worst-Performing SLAs - Previous Periods Portlet</b>	Displays the worst-performing SLAs for the past six months. For details, see “Status Snapshot Report” in <i>Using Service Level Management</i> .

## SOA


Portlet Name	Description
<b>Least Active Web Service/Operation</b>	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 <i>Solutions and Integrations</i> .
<b>Least Available Web Service/Operation</b>	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 <i>Solutions and Integrations</i> .
<b>Most Active Web Service/Operation</b>	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 <i>Solutions and Integrations</i> .
<b>Slowest Web Service/Operation</b>	Displays the five slowest Web services/operations in the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
<b>SOA Consumer Summary</b>	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 <i>Solutions and Integrations</i> .

Portlet Name	Description
<b>SOA Metrics Over Time</b>	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 <i>Solutions and Integrations</i> .
<b>SOA Server Summary</b>	Displays the health metrics for all of the servers on which the selected Web services or operations are running. For details, see “Server and Endpoint Summary Report” in <i>Solutions and Integrations</i> .
<b>SOA Worst Consumers</b>	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 <i>Solutions and Integrations</i> .
<b>SOA Worst Servers</b>	Displays the successful and faulty calls of the worst five servers accessing by the selected Web services, operations, or consumer. For details, see “Server and Endpoint Summary Report” in <i>Solutions and Integrations</i> .
<b>Web Service/Operation With Most SOAP Faults</b>	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 <i>Solutions and Integrations</i> .
<b>Web Service/Operation With Slowest Number of Calls</b>	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 <i>Solutions and Integrations</i> .
<b>Web Services/Operations Health Summary</b>	Displays health metrics for the selected Web services, or operations in a selected view. For details, see “Health Report” in <i>Solutions and Integrations</i> .

## System Availability Management

Portlet Name	Description
Cross-Performance Report	Displays infrastructure machine-related data, collected by the SiteScope data collector, from more than one SiteScope server filtered by monitored servers, monitor types, and measurements. For details, see “Cross-Performance Report” in <i>Using System Availability Management</i> .

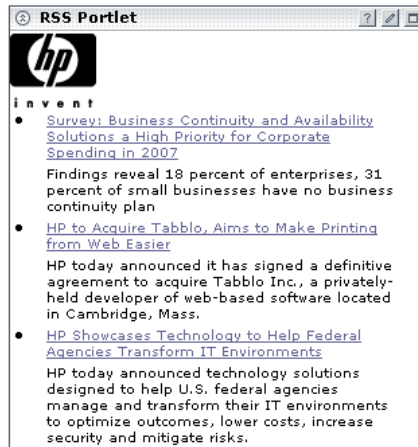
### Portlet Privilege Dialog Box

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

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

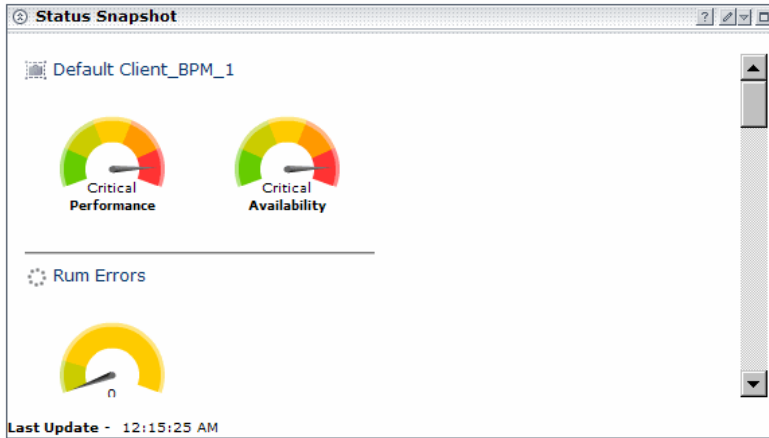
GUI Element (A-Z)	Description
<b>Available/Selected</b>	Move privileges from the <b>Available</b> area to the <b>Selected</b> area to select them.
<b>Change Order</b>	Click to change the order of the privileges in the <b>Selected</b> area.
<b>Find</b>	Enter the first letters of the privilege name and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

## RSS Portlet



<b>Description</b>	<p>Displays a Real Simple Syndication (RSS) feed: RSS is an XML-based format for sharing and distributing Web content, such as news headlines.</p> <p>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.</p> <p><b>To Access:</b> Add the RSS portlet to a page.</p>
<b>Important Information</b>	<p>The procedure for adding an RSS portlet is different than that for adding other portlets. For details, see RSS Area in “Edit Preferences &lt;portlet_name&gt; Dialog Box” on page 75.</p>

## Status Snapshot Portlet



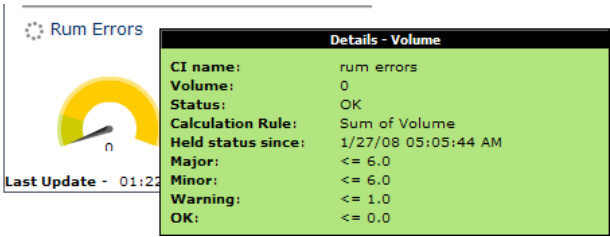
<p><b>Description</b></p>	<p>Displays gauges that indicate the operational status of business components. Each gauge represents the status and/or value of the selected KPIs of the selected view's CIs.</p> <p>For example, the portlet offers the capability to show the most important business processes with all their KPIs, to display KPIs that are becoming critical.</p> <p><b>To Access:</b> Add the Status Snapshot portlet to a page.</p>
<p><b>Important Information</b></p>	<p>The portlet is refreshed automatically every 30 seconds.</p> <p><b>Customization:</b> To change the default refresh rate, select <b>Admin &gt; Platform &gt; Setup and Maintenance &gt; Infrastructure Settings</b>, choose <b>Applications</b>, select <b>Dashboard Application</b>, and modify the value of the <b>UI Refresh Rate</b> entry in the Dashboard Application - Refreshers table.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>➤ KPIs with no status (<b>No data, Info, Downtime</b>) are not displayed.</li> <li>➤ A CI whose KPIs have no status are not displayed.</li> </ul>

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<CI>	<p>The icon and name of the selected CI.</p> <p>The selected KPIs of the selected CIs are displayed in the portlet. A horizontal line separates the CIs in the portlet display.</p> <p><b>Note:</b> A vertical scrollbar is automatically displayed in the portlet if the number of CIs and KPIs you selected does not fit in the portlet display area. When gauges do not fit in the portlet frame horizontally, the line is wrapped.</p> <p>The location of KPIs in the display may not be consistent with other CI's KPIs as not all CIs have the same KPIs. When CIs have the same KPIs, the same KPIs are aligned vertically in the portlet one under the other for each CI, but there are no placeholders for missing KPIs.</p> <p>For example, when the CI1, CI2, and CI3 CIs are assigned the KPI1, KPI2, and KPI3 KPIs, the portlet displays the following order:</p> <pre data-bbox="625 977 968 1107"> <b>CI1</b>   KPI1   KPI2   KPI3 <b>CI2</b>   KPI1   KPI2   KPI3 <b>CI3</b>   KPI1   KPI2   KPI3           </pre> <p>For example, when the CI1 and CI3 CIs are assigned the three KPIs, while the CI2 CI is assigned only the KPI1 and KPI3 KPIs, the portlet displays the following order:</p> <pre data-bbox="625 1308 968 1439"> <b>CI1</b>   KPI1   KPI2   KPI3 <b>CI2</b>   KPI1   KPI3 <b>CI3</b>   KPI1   KPI2   KPI3           </pre>

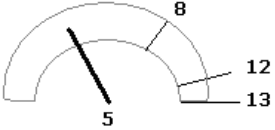
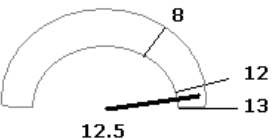
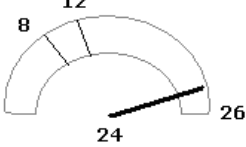
GUI Element (A-Z)	Description
<gauge display>	<p>A status gauge uses a maximum of five colors that correspond to the KPI statuses: Critical (red), Major (orange), Minor (yellow), Warning (olive), and OK (green). Depending on the threshold definition of the KPI, the gauge might show less than five colors. For more information about the KPI statuses, see “Colors of KPI Statuses Used in Dashboard” in <i>Using Dashboard</i>.</p> <p>The size of the colored sector that corresponds to a specific status depends on the threshold value relative to all the thresholds defined for the KPI.</p> <p>A value gauge has the following characteristics:</p> <ul style="list-style-type: none"> <li>▶ The minimum is always 0.</li> <li>▶ The size of each slice (from 0 to 200 degrees) is proportional to the threshold values except for the last slice. The color of the last section on the right corresponds to the threshold with the highest value. The slice of the last slice is calculated as the &lt;lower bound of the slice&gt;*110.</li> </ul> <p>If, for example, the thresholds are:          OK&lt; 8000, WARNING&lt;12000, and CRITICAL for any other value, the OK slice is from 0-8000, the WARNING slice is from 8000-12000, the CRITICAL slice is 12000-13200 (the upper bound of the slice is: calculated as: 12000*110%= 13200).</p> <p>When the actual value is greater than the calculated upper bound of the slice, the upper bound is corrected to the actual value*110. For example, if the value is 16000 then the upper bound of the gauge is 16000*110%=17600.</p> <ul style="list-style-type: none"> <li>▶ If the KPI’s unit is percentages (%), the maximum value of the KPI is 100% and the maximum possible upper bound of the gauge is 100*110=110%.</li> </ul> <p>For details about the way gauges display the data, see “Gauge Calculation Examples” on page 122</p>



GUI Element (A-Z)	Description																		
<KPI>	<p>Each KPI status or value is displayed on a gauge.</p> <p><b>Default:</b> The <b>Availability</b> and <b>Performance</b> KPIs are displayed.</p> <p>The KPIs are ordered, from the left to the right, according to their Display Order as defined in the Repositories. For details, see “KPIs Repository Page” in <i>CI Attribute Customization</i>.</p> <p>The value or status, name, and unit of the KPI are listed below the gauge. The needle on the gauge indicates the value or status of the KPI.</p>																		
<tooltip>	<p>Move the mouse over a gauge to display a tooltip that provides more information about value represented by the needle and other information. The tooltip is similar to tooltips in the Console tab.</p>  <p>The screenshot shows a tooltip for a gauge labeled 'Run Errors'. The gauge has a needle pointing to '0'. The tooltip is titled 'Details - Volume' and contains the following information:</p> <table border="1"> <tbody> <tr> <td>CI name:</td> <td>run errors</td> </tr> <tr> <td>Volume:</td> <td>0</td> </tr> <tr> <td>Status:</td> <td>OK</td> </tr> <tr> <td>Calculation Rule:</td> <td>Sum of Volume</td> </tr> <tr> <td>Held status since:</td> <td>1/27/08 05:05:44 AM</td> </tr> <tr> <td>Major:</td> <td>&lt;= 6.0</td> </tr> <tr> <td>Minor:</td> <td>&lt;= 6.0</td> </tr> <tr> <td>Warning:</td> <td>&lt;= 1.0</td> </tr> <tr> <td>OK:</td> <td>&lt;= 0.0</td> </tr> </tbody> </table> <p>Below the gauge, it says 'Last Update - 01:22'.</p>	CI name:	run errors	Volume:	0	Status:	OK	Calculation Rule:	Sum of Volume	Held status since:	1/27/08 05:05:44 AM	Major:	<= 6.0	Minor:	<= 6.0	Warning:	<= 1.0	OK:	<= 0.0
CI name:	run errors																		
Volume:	0																		
Status:	OK																		
Calculation Rule:	Sum of Volume																		
Held status since:	1/27/08 05:05:44 AM																		
Major:	<= 6.0																		
Minor:	<= 6.0																		
Warning:	<= 1.0																		
OK:	<= 0.0																		



### Gauge Calculation Examples

The table below display examples of calculation of a gauge maximum:

Thresholds & KPI Value	Display
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 5</p> <p>The gauge maximum is calculated as:  <math>12 * 110\% = 13.2 \Rightarrow 13</math></p>	
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 12.5</p> <p>The gauge maximum is calculated as:  <math>12 * 110\% = 13.2 \Rightarrow 13</math></p> <p>The KPI value is in the red section but still lower than the maximum</p>	
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 24</p> <p>The gauge maximum is calculated as:  <math>12 * 110\% = 13.2 \Rightarrow 13</math></p> <p>The KPI value exceeds the maximum so the maximum becomes the value of the KPI + 10%  <math>\Rightarrow 26.4 \Rightarrow 26</math></p>	

Thresholds & KPI Value	Display
Thresholds = {25%, 50%} KPI Value = 24% Although the upper threshold is 50%, the maximum is 100% (and not 50+10% = 55%) because the units are percentages (%).	
Thresholds = {25%, 50%} KPI Value = 117% The KPI value is greater than 100% so we calculate the gauge maximum as: $117 + 10\% \Rightarrow 128.7 \Rightarrow 129$	

## Users or Groups Dialog Box

<b>Description</b>	Enables you to select users or groups. <b>To Access:</b> In the pages and dialog boxes of My BAC, click: <ul style="list-style-type: none"> <li>➤ The users button </li> <li>➤ The groups button </li> </ul>
<b>Important Information</b>	For details on defining users and groups, select <b>Admin &gt; Platform &gt; Users and Permissions</b> .

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Available/Selected</b>	Move users or groups from the <b>Available</b> area to the <b>Selected</b> area to select them.
<b>Change Order</b>	Click to change the order of the users or groups in the <b>Selected</b> area.

GUI Element (A-Z)	Description
<b>Find</b>	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.
<b>Show All</b>	Click to display a list of all the available users or groups.
<b>User</b>	Enter the name of the user or the first letters of the user or group of users name and click <b>Find</b> .

## **Welcome to My BAC Application Portlet**

<b>Description</b>	<p>The Welcome to My BAC Application portlet displays an introduction to My BAC that explains how to work with the My BAC application.</p> <p><b>To Access:</b> Add the Welcome to My BAC Application portlet to a page.</p>
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## **Troubleshooting and Limitations**

This section includes My BAC troubleshooting and limitations.

### **HP Software Support**

To facilitate diagnosis, customers reporting problems to HP Software 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 30.

## 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.

## 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?**

“Deploy External Custom Java Portlets” on page 33 describes how to deploy 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 “Deploy External Custom Java Portlets” on page 33 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 is 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 59. Then, stop and restart HP Business Availability Center and re-import the portlet definition. For details, see “Import Portlet Definition Wizard” on page 87.

- **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.

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**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.

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# Part II

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## Service Report





# 2

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## Service Report

This chapter provides information on the Service Report.

### **This chapter includes:**

#### **Concepts**

- ▶ Service Report Overview on page 130
- ▶ Dimensions and Measurements on page 130
- ▶ Service Report Formats on page 134
- ▶ Status Function Automatic Measurements on page 137
- ▶ Tips and Tricks on page 139

#### **Tasks**

- ▶ Configure a Service Report Portlet in My BAC – Workflow on page 142
- ▶ Configure a Service Report in Report Manager – Workflow on page 147
- ▶ Configure a Service Report – Scenario on page 149
- ▶ Create a Customized Measurement on page 157

#### **Reference**

- ▶ Service Report User Interface on page 160

**Troubleshooting and Limitations** on page 217

## Service Report Overview

Service Reports are custom reports that display selected data from data sources of the Service Level Management, Dashboard, or other applications.

You can create a Service Report by:

- ▶ Adding the Service Report portlet to a page or a module in My BAC and then configuring the portlet. For details, see “Configure a Service Report Portlet in My BAC – Workflow” on page 142.
- ▶ Creating a Service Report in Report Manager. For details, see “Report Manager Main Page” in *Reports*. The Service Report can then be added to a custom report in Report Manager. For details about adding components to a custom report, see “Configure a Service Report in Report Manager – Workflow” on page 147.

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**Note:** Service Reports created in My BAC are independent from Service Reports created in Report Manager: when you create a custom report, you see only the Service Reports created in Report Manager.

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## 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:

- ▶ “About Dimensions and Measurements” on page 131
- ▶ “Impact of the Dimensions/Measurement Selection on the Report Structure” on page 132

- ▶ “Impact on the Type of Selection: Single Selection or Multiple Selection” on page 132

## About Dimensions and Measurements

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 data source dimensions and measurements that you want to display in the report.

For example, when you create an SLA in Service Level Management, you specify the properties, such as SLA name, customer, and provider, that 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 data source and on the data source dimensions that 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 “Impact of the Dimensions/Measurement Selection on the Report Structure” on page 132.

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

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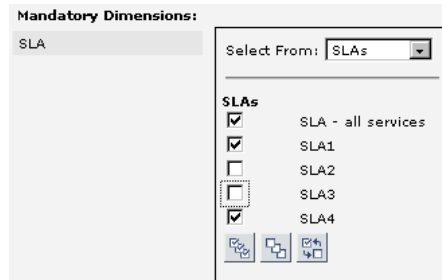
## Impact of the Dimensions/Measurement Selection on the Report Structure

Some measurements automatically assume a specified position (row header, column header, orthogonal) 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. Special maps provide the relationships between dimensions and measurements. For details, see the map sections in “Select a Data Source Page” on page 166.

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 “Impact of the Dimensions/Measurement Selection on the Report Structure” on page 132). 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 172.

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).

**Mandatory Dimensions:**

SLA	<input type="radio"/> Last Month
Forecast Based On	<input type="radio"/> Last Day
Tracking Period	<input type="radio"/> Last Year
Tracking Period	<input type="radio"/> Last Quarter
	<input type="radio"/> Last Week
	<input type="radio"/> Month to date
	<input type="radio"/> Year to date
	<input type="radio"/> Quarter to date
	<input type="radio"/> Week to date

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 sources.

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	
		Event Count (#)	Status Duration	Event Count (#)	Status Duration
CI1	KPI1	45	01:23:20	90	20:50:00
	KPI2	42	13:03:20	77	11:06:40
CI2	KPI1	15	20:00:00	55	09:26:40
	KPI2	71	16:06:40	40	08:00:00

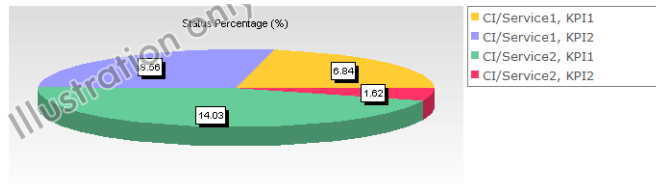
- **Measurements per dimension.** For each dimension, you can select what you want to display: values, status, objectives, background status color, and so on. An example of such a table is as follows:

		Time Range1		Time Range2	
		Event Count (#)	Status Duration	Event Count (#)	Status Duration
CI1	KPI1	45	01:23:20	90	20:50:00
	KPI2	42	13:03:20	77	11:06:40
CI2	KPI1	15	20:00:00	55	09:26:40
	KPI2	71	16:06:40	40	08:00:00

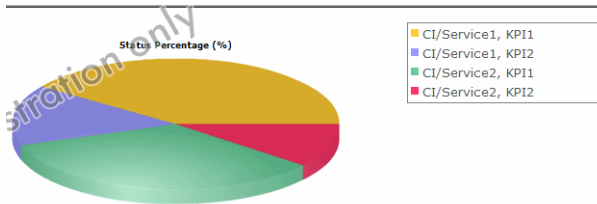
**Note:** In the regular cells of a table, numeric content is right-aligned and text content is left-aligned. In header cells, the cell content is centered.

- **Charts.** You can display the report as a **Line, Pie, Area, Bar, or Stacked Bar** chart. You can also use the 3D and/or Flash technology to format the chart. For example:

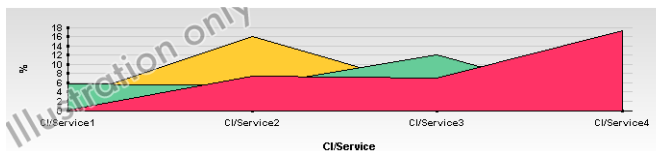
- 3D:



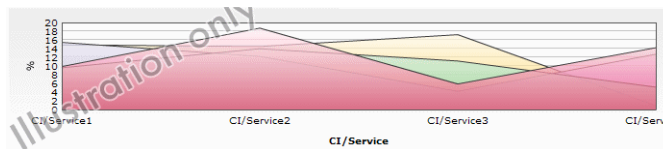
- 3D and Flash:



- Area chart without Flash:



- Area chart with Flash:



## 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, the following additional measurements are automatically created:

- **<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/Service 1	KPI1	32	38
	KPI2	24	47
CI/Service 2	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.

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

## 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 if 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, and if all the Calendar and Target measurements, are the same.
- ▶ After you have created a service report, you can clone it by copying and pasting it in the tree of pages. For details, see “Edit Page Dialog Box” on page 71. For an example of why you might clone a service report, see “Example – Create a Service Report That Displays as a Chart” on page 144.

## 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 dimensions 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 **All Targets** measurements and you have selected the **Calendar**, **CI**, and **SLA** dimensions, it is recommended not to have **CI** and **SLA** both in rows or columns but to have one of them in rows and one of them in columns.

		Calendar1	Calendar2	All Targets
CI1	SLA1	23	45	All Targets1
	SLA2	68	92	All Targets2
CI2	SLA1	20	67	All Targets3
	SLA2	22	69	All Targets4

	CI1				CI2			
	Calendar1		Calendar2		Calendar1		Calendar2	
	KPI Value	All Targets	KPI Value	All Targets	KPI Value	All Targets	KPI Value	All Targets
SLA1	19	All Targets1	29	All Targets1	63	All Targets3	62	All Targets3
SLA2	61	All Targets2	8	All Targets2	0	All Targets4	28	All Targets4

- 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 the order you selected 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 ensure 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 **CI** 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

To immediately see the impact of adding other dimensions to a report, click **Preview** or select the **Enable automatic preview** option. A mock-up of the report is displayed in the page lower box.

## Configure a Service Report Portlet in My BAC – Workflow

You can add a Service Report to a page or a module in My BAC. You configure the Service Report using a wizard.

This task includes the following steps:

- “Install Flash to Format the Report Using Flash Technology – Optional” on page 143
- “Add a Service Report Portlet to a Page or a Module” on page 143
- “Change the First Day of Month Setting – Optional” on page 146
- “Edit the Service Report Portlet” on page 143
- “Change the First Day of Month Setting – Optional” on page 146
- “Display the Service Report” on page 147

## 1 Install Flash to Format the Report Using Flash Technology – Optional

To render the Service Report charts using Flash you must have the Macromedia Flash Player installed on your local machine. If you do not, the browser displays a message containing instructions on how to download Flash Player.

## 2 Add a Service Report Portlet to a Page or a Module

You can add a Service Report portlet to a page or to a module in My BAC. For details, see “Add Portlets to <page\_name>/Add Portlets Dialog Box” on page 45.

## 3 Edit the Service Report Portlet

After you have added a Service Report portlet to a page or a module in My BAC, you must configure the portlet.



In the Service Report portlet in the My BAC page, click the **Edit portlet preferences** button to open the Edit Preferences <portlet\_name> page. For details, see “Edit Preferences <portlet\_name> Dialog Box” on page 75.

In the page, you can:

- Expand **Advanced Settings** and select the refresh rate for the portlet.
- Click the **Change Title** button to open the Change Title dialog box where you can change the Service Report title.
- Click **Launch Service Report Builder** to open the wizard that creates the Service Report.

Use the Service Report Builder wizard to select the report format, the data sources, the report format (table or chart), the dimensions and the measurements, and the dimension filter that are used to create the Service Report.

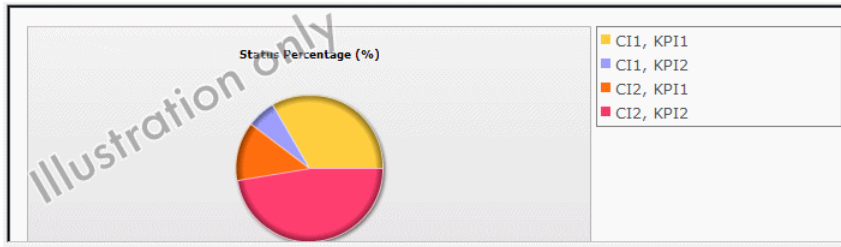
While creating the Service Report, you can also create new measurements that you can immediately use in the report.

For details, see “Service Report Builder Wizard” on page 162.

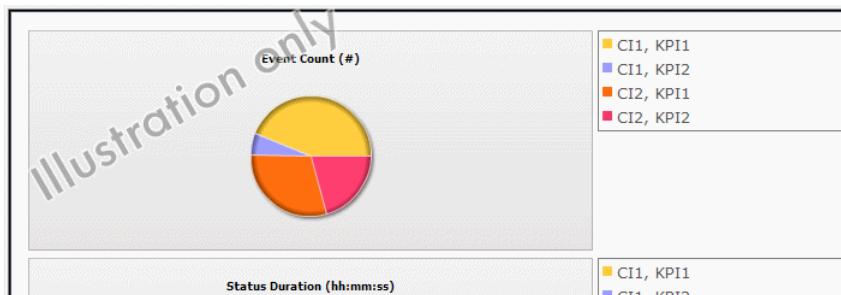
### Example – Create a Service Report That Displays as a Chart

To create a service report that displays as a chart:

- a Add a Service Report to the appropriate page in My BAC.
- b In the page, click the Edit button for the Service Report porlet and then click **Launch Service Report Builder** in the **Filter** area of the Edit Preferences page to open the Service Report Builder wizard.
- c In the Select a Display Type page, select **Chart, Pie, and Flash chart**.
- d In the Select a Data Source page, select **Dashboard KPIs data** and click **Next**.
- e In the Select Dimensions page, move CI and KPI to the **Slices** box and click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.



- f Click **Next** to continue.
- g In the Select Measurements page, select **Event Count (#)**, and **Status Duration (hh:mm:ss)**. Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

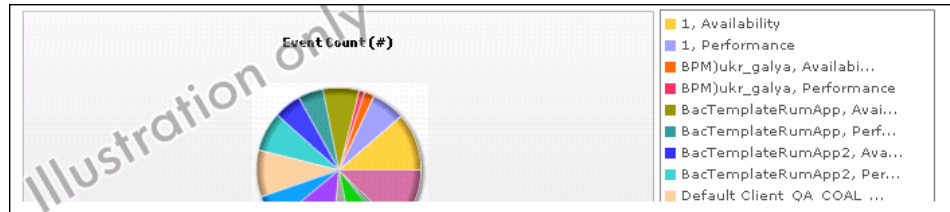


- h In the Dimensions Filter page, click:
  - **CI**, select the **End User Monitor View**, and select the relevant CIs.

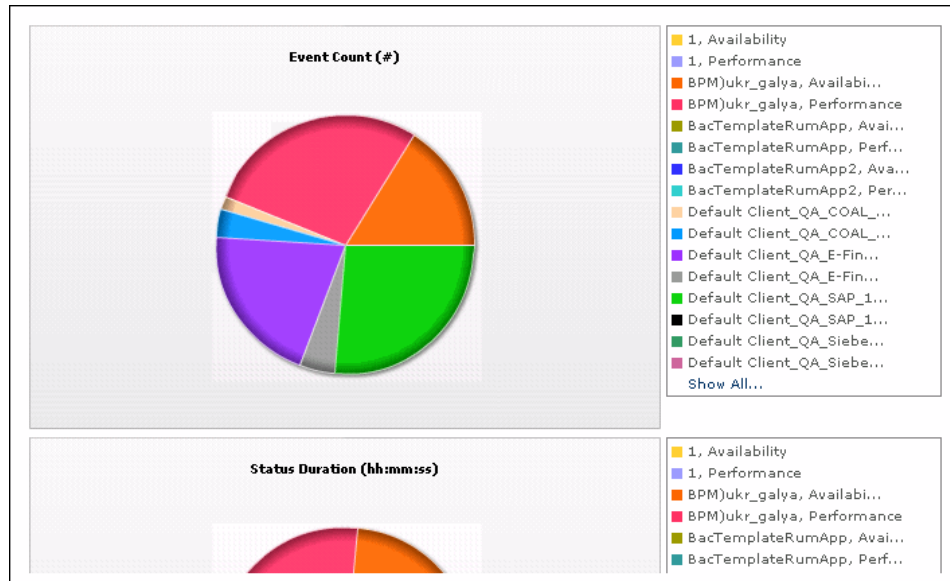


- **Time Range**, select **Month to Date**.
- **Status**, select **Critical**.
- **KPI**, select **Availability** and **Performance**.

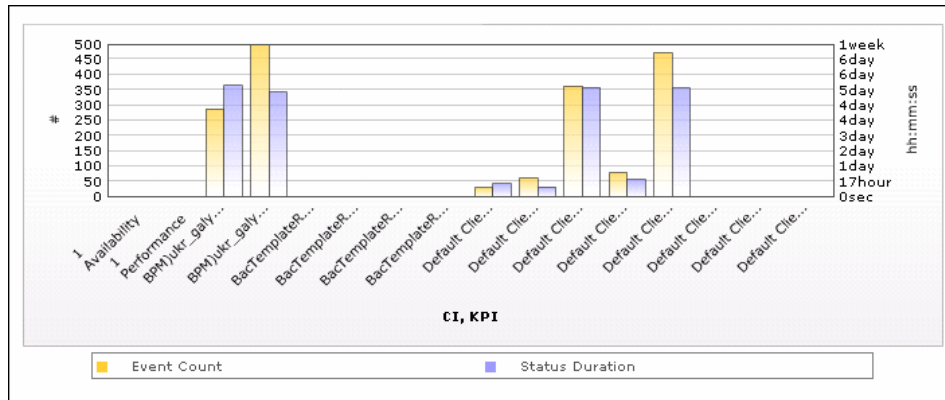
Click **Preview**.



**i** Click **Finish** to display the final report:



The same report in Bar format displays the following information:



#### 4 Change the First Day of Month Setting – Optional

To change the first day of the month setting (Default is 1), select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Foundations**, select **Calendar**, and locate the **First day of month** entry in the Calendar - Calendar Options table. Change the value to any value between 1 and 31.

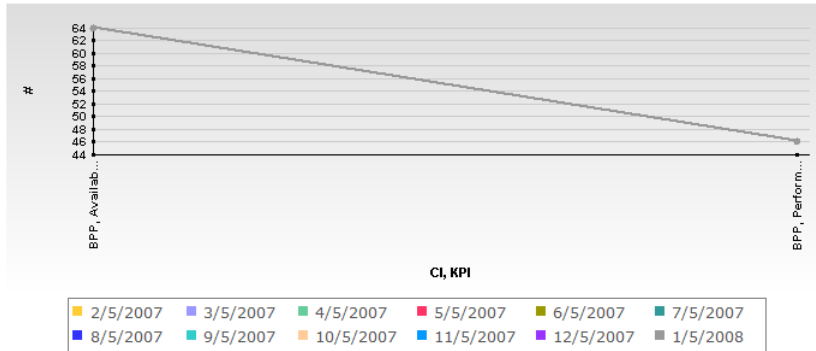
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**Note:** Changing the First Day of Month setting affects Service Reports and all other Dashboard components.

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### Example

The new first day of the month is reflected in a Service Report, after you have changed the **First day of month** entry in the Infrastructure Settings to 2, and after you select in the **Dimension Filter**, a **Time Range** setting that includes **Every Month**. For example, View=Last Year and Every=1 month display the following results when **First day of month=2**:



## 5 Display the Service Report

To display the Service Report, access My BAC and select the page where the Service Report portlet is located.

For details about the Service Report, see “Service Report” on page 161.

## Configure a Service Report in Report Manager – Workflow

You can add a Service Report to the Report Manager. You configure the Service Report using a wizard.

This task includes the following steps:

- ▶ “Install Flash to Format the Report Using Flash Technology – Optional” on page 148
- ▶ “Configure a Service Report in Report Manager” on page 148

- “Add a Service Report to a Custom Report” on page 148
- “Change the First Day of Month Setting – Optional” on page 149
- “Display the Service Report” on page 149

### **1 Install Flash to Format the Report Using Flash Technology – Optional**

To render the Service Report charts using Flash you must have the Macromedia Flash Player installed on your local machine. If you do not, the browser displays a message containing instructions on how to download Flash Player.

### **2 Configure a Service Report in Report Manager**

To configure a Service Report in Report Manager, select **Applications > User Reports > Report Manager** and select **New Service Report** in the **New** menu, to open the wizard that creates the Service Report.

Use the Service Report Builder wizard to enter the report information and select the report format, the data sources, the report format (table or chart), the dimensions and the measurements, and the dimension filter that are used to create the Service Report.

While creating the Service Report, you can also create new measurements that you can immediately use in the report.

For details, see “Service Report Builder Wizard” on page 162.

### **3 Add a Service Report to a Custom Report**

Once a Service Report is available in Report Manager, you can add it to a Custom Report. For details, see “Custom Reports Wizard” in *Reports*.

### 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.

## 4 Change the First Day of Month Setting – Optional

To change the first day of the month setting (Default is 1), select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Foundations**, select **Calendar**, and locate the **First day of month** entry in the Calendar - Calendar Options table. Change the value to any value between 1 and 31.

---

**Note:** Changing the First Day of Month setting affects Service Reports and all other Dashboard components.

---

For an example, see “Change the First Day of Month Setting – Optional” on page 146.

## 5 Display the Service Report

To display the Service Report, select **Applications > User Reports**, click the relevant Service Report and click .

## Configure a Service Report – Scenario

This scenario explains how to configure a Service Report in My BAC. The report is based on the Dashboard KPIs data source.

This scenario includes the following steps:

- “Select the Display Type” on page 150
- “Select the Dashboard KPIs Data Source” on page 150
- “Select the Dimensions” on page 151

- “Select the Measurements” on page 152
- “Create a New Measurement” on page 152
- “Specify the Dimensions Filter” on page 154
- “Display the Service Report” on page 156

## 1 Select the Display Type

In My BAC, in the appropriate page, click the Edit button for the Service Report portlet and then click **Launch Service Report Builder** in the **Filter** area of the Edit Preferences page to open the Service Report Builder wizard.

In the Select a Display Type page, select **Pivot Table**.

## 2 Select the Dashboard KPIs Data Source

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

### Select a Data Source

The Service Report is based on the selected data source dimensions and measurements.  
Select at least one of the following data sources:

<input type="checkbox"/>	<b>Service Level Management - SLA KPI data</b>	Provides the CIs, KPIs, SLA, Time, and Calendar dimensions, and the KPI Value, KPI Status, Additional Values and Objectives measurements.
<input type="checkbox"/>	<b>Service Level Management - SLA Status data</b>	Provides the SLA, Tracking Period, "Based On" Tracking Period, and Time dimensions, and the SLA Status for Previous Periods, SLA Current Status, SLA Current Status By Time Period and SLA Forecast measurements.
<input checked="" type="checkbox"/>	<b>Dashboard KPIs data</b>	Provides high-level analysis for business-related CIs, based on historical data from the associated Dashboard KPIs.
<input type="checkbox"/>	<b>Business Process Insight data</b>	Provides Business Process data from HP Business Process Insight.
<input type="checkbox"/>	<b>TransactionVision data</b>	Provide Business Transaction data from HP TransactionVision.
<input type="checkbox"/>	<b>Over Time Additional data</b>	Provides additional data such as Number of tickets and Number of user measurements, for CIs and Time range dimensions, from multiple data sources.

### 3 Select the Dimensions

In the Select Dimensions page, select CI and KPI as rows and Time Range as column.

#### Select Dimensions

The **Available Dimensions** area lists the data source dimensions you selected in the **Select a Data Source** page. Move the dimensions to the **Columns** or **Rows** area.

**Available Dimensions:**

Status

**Rows:**

CI  
KPI

Dimensions in the **Rows** area appear as row headers.

**Columns:**

Time Range

Dimensions in the **Columns** area appear as column headers.

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

		Time Range1	Time Range2	
CI1	KPI1	17:30:00	08:03:20	▲
	KPI2	10:50:00	23:53:20	■
CI2	KPI1	1 day, 2 hours	15:00:00	▼

Click **Next** to continue.

## 4 Select the Measurements

In the Select Measurements page, select the measurements as follows

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

		Time Range1		Time Range2	
		Event Count (#)	Status Duration	Event Count (#)	Status Duration
CI1	KPI1	45	01:23:20	90	20:50:00
	KPI2	42	13:03:20	77	11:06:40
CI2	KPI1	15	20:00:00	55	09:26:40
	KPI2	71	16:06:40	42	23:20:00

## 5 Create a New Measurement

You want to create a measurement that returns the difference between the number of events at different times in the selected range.



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



In the Create Measurement dialog box, enter Event Count Difference in the **Measurement name** box, enter a description as shown in the graphics below, select the **Calculated Measurement** type, select Difference in the **Select function** list, select Time Range (Column headers) in the **Select dimension** list, select Event Count (#) (Time Range 1) in the **First Measurement** list, select Event Count (#) (Time Range 2) in the **Second measurement** list, and click **OK**.

**Create Measurement**

Enables you to add a calculated or aggregated measurement based on the measurements that are available after you select the dimensions in the Select Dimensions page.

Measurement name: \*

Measurement description:

Measurement type:  Calculated (difference, trend, and so forth)  
 Aggregated (custom average, status, and so forth)

Select function: \*

**Function Parameters**

Select dimension: \*

First measurement: \*

Second measurement: \*

The function returns the difference between the first selected measurement value and the second selected measurement value.

The new measurement is displayed in the **Selected Measurements** box in the Select Measurements page. You may want to add additional measurements at this stage.

Click **Next** to continue.

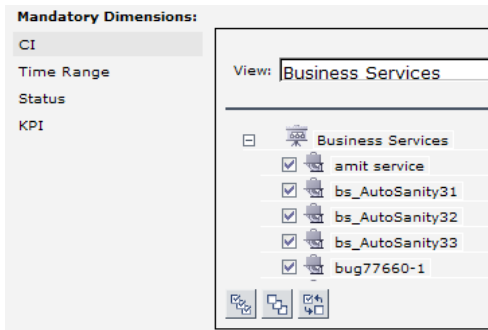
Click **Preview** to display the draft of the report.

		Time Range1		Time Range2		Event Count Diffe
		Event Count (#)	Status Duration	Event Count (#)	Status Duration	
CI1	KPI1	45	01:23:20	90	20:50:00	45
	KPI2	42	13:03:20	77	11:06:40	35
CI2	KPI1	15	20:00:00	55	09:26:40	40
	KPI2	71	16:06:40	42	23:20:00	-29

## 6 Specify the Dimensions Filter

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

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



For the Time Range dimension, select Time Comparison, Week to date, and Last 1 Week.

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.

		Last 1 Week		Week to date		Event Count D
		Event Count (#)	Event Count (#)	Event Count (#)	Event Count (#)	
Rum service	Availability	6	6	80	80	74
	Performance	2	2	17	17	15
Sanity	Availability	94	94	87	87	-7
	Performance	22	22	3	3	-19
	Availability	93	93	78	78	-15

Click **Next**.

## 7 Display the Service Report

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

Remove empty columns and rows from report

		Last 1 Week		Week to date		Event Count D
		Event Count (#)	Event Count (#)	Event Count (#)	Event Count (#)	
Rum service	Availability	0	0	0	0	0
	Performance	0	0	0	0	0
Sanity	Availability	-	-	0	0	-
	Performance	-	-	0	0	-
ServiceImpact	Availability	2	2	1	1	-1
	Performance	0	0	1	1	1
Ziv Test	Availability	2	2	0	0	-2
	Performance	0	0	0	0	0

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

Click **Finish** to close the Service Report configuration.

## 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 “Create Measurement Dialog Box” on page 207.

### Example – Display the Trend Between Values

To display the trend of each instance of the time interval:

- 1 Access the Service Report wizard.
- 2 In the Select a Data Source page, select **SLM - SLA KPI Data** and click **Next**.
- 3 In the Select Dimensions page, move SLA and CI to the **Rows** box, Time Interval to the **Columns** box, and click **Next**.
- 4 In the Select Measurement page, click the **Create Measurement** button.
- 5 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 Time Range (column’s header) in the **Select Dimension** list, KPI Status (Time Interval 1) in the **First Measurement** list, and KPI Status (Time Interval 2) in the **Second Measurement** list in the Function Parameters area, and click **OK**.
- 6 Add the **KPI Status (as text and background)** measurement and move it before the Trend on time interval measurement.
- 7 In the Select Measurement page, click **Preview**. The preview displays the trend of the SLAs between two time intervals.



		Time Range1	Time Range2	Trend on time interval
		KPI Status	KPI Status	
SLA1	CI1	No Data	Met	-
	CI2	Exceeded	Failed	▼
SLA2	CI1	Breached	Failed	▼
	CI2	No Data	Breached	-

- 8 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:

- 1 Access the Service Report wizard.
- 2 In the Select Data source page, select **SLM - SLA KPI Data** and click **Next**.
- 3 In the Select Dimensions page, move CI and SLA to the **Rows** box, Time Range to the **Columns** box, and click **Next**.
- 4 In the Select Measurement page, click the **Create Measurement** button.
- 5 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 Deviation From Target (SLA 1) in the **Second Measurement** list in the Function Parameters area, and click **OK**.
- 6 In the Select Measurement page, click **Preview**. The preview displays how far the SLA is from the exceeded value in percentages.



		Time Range 1	Time Range 2
SLA1	CI1	-69.82	-71.68
	CI2	-60.85	-4.64
SLA2	CI1	-95.42	-77.08
	CI2	-62.96	-74.99

- 7 You can also display the measurements (KPI Value, or Deviation From Target, and Exceeded) on which you base the calculation:

		Time Range1		Time Range2		Exceeded
		KPI Value	Deviation From	KPI Value	Deviation From	
SLA1	CI1	4	9.01	25	10.10	6.43
	CI2	54	3.49	24	16.96	8.05
SLA2	CI1	36	16.92	68	5.38	5.25
	CI2	5	19.57	13	17.61	0.36

- 8 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. You can create a report that provides information from the third day (Monday) of the previous month/week to the third day of the month/week.

**To simulate a tracking period that starts and ends on Mondays:**

- 1** Access the Service Report wizard.
- 2** In the Select Datasource page, select **SLM - SLA KPI Data** and click **Next**.
- 3** In the Select Dimensions page, move CI to the **Rows** box, SLA to the **Columns** box, and click **Next**.
- 4** In the Select Measurement page, click **Create Measurement**.
- 5** 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**.
- 6** In the Select Measurement page, the My Average Value measurement is automatically moved to the **Selected Measurements** box. Click **Next**.

**7** In the Select Dimension Filters page:

- For the CI Mandatory Dimension, select a view, and the appropriate CIs.
- For the SLA Mandatory Dimension, select SLA1 IRD and SLA2 IRD.
- 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.

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

**9** Open My BAC and display the report.

	SLA 1	SLA 2
Finance Service	79.20	80.17
HR Service	79.20	80.17

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

**Service Report**

**Filter**

**Calendar:** 24x7

**KPI:** Availability , Performance

**Selected Time:** 2/12/07 12:00 AM - 2/18/07 10:42 PM America/Los Angeles Every 1 Day(≠)

**Measurement:** My Average Value

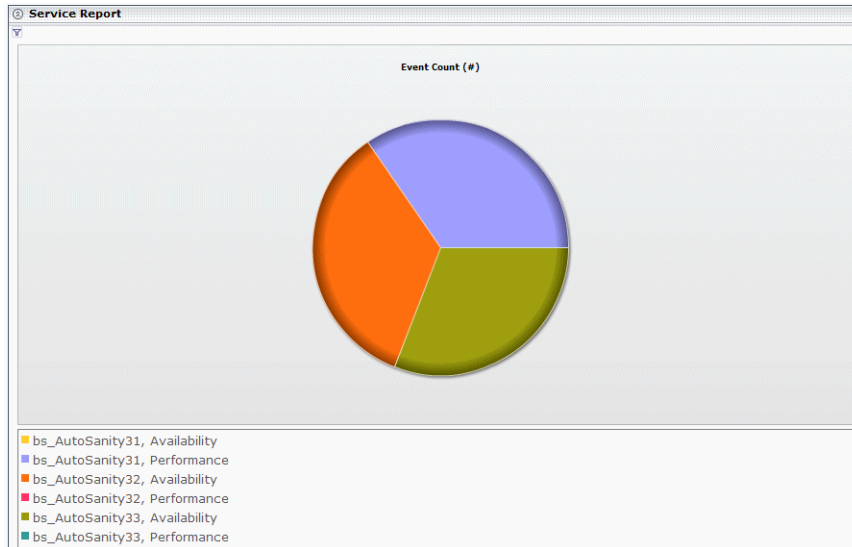
## Service Report User Interface


**This section describes:**

- Service Report on page 161
- Service Report Builder Wizard on page 162




## Service Report



<p><b>Description</b></p>	<p>Displays the Service Report you configured in a Service Report portlet in My BAC or as a report in Report Manager.</p> <p><b>To access:</b></p> <ul style="list-style-type: none"> <li>▶ In My BAC, select the page where the Service Report portlet is located. The portlet the configured Service Report.</li> <li>▶ Select Applications &gt; User Reports, select the relevant Service Report, and click </li> </ul>
<p><b>Important Information</b></p>	<p>The report displays the data and the format selected when creating the report using the Service Report Builder wizard.</p>
<p><b>Included in Tasks</b></p>	<p>“Configure a Service Report Portlet in My BAC – Workflow” on page 142</p> <p>“Configure a Service Report in Report Manager – Workflow” on page 147</p>

## Report Settings

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
	In My BAC, click the button to display the values of the dimensions selected in the Dimension Filters page that are not directly displayed in the report.
<Common report settings>	For details, see “Common Report Elements” in <i>Reports</i> .
<Dimension filter elements>	In Report Manager, displays the values of the dimensions selected in the Dimension Filters page that are not directly displayed in the report.

## Service Report Builder Wizard

<b>Description</b>	<p>Enables you to configure a Service Report. You select the data source on which you want to base the Service Report data, the dimensions and measurements that are to appear in the report, and the structure of the report.</p> <p><b>To Access:</b></p> <ul style="list-style-type: none"> <li>▶ In My BAC, click <b>Launch Service Report Builder</b> in the <b>Filter</b> area of the Edit Preferences page of a Service Report portlet.</li> <li>▶ In Report Manager, add a Service Report.</li> </ul>
--------------------	---

<b>Included in Tasks</b>	<p>“Configure a Service Report Portlet in My BAC – Workflow” on page 142</p> <p>“Configure a Service Report in Report Manager – Workflow” on page 147</p>
<b>Wizard Map</b>	<p><b>Service Report Builder Wizard</b> includes: Welcome &gt; Service Report Properties Page &gt; Select Report Type Page &gt; Select a Data Source Page &gt; Select Dimensions Page &gt; Select Measurements Page &gt; (Create Measurement Dialog Box) &gt;(Edit Chart Properties Dialog Box) &gt; Select the Dimension Filters Page &gt; Summary Page</p>

## Service Report Properties Page

<b>Description</b>	Enables you to enter the name and description of the Service Report.
<b>Important Information</b>	This page is displayed only when you access the Service Report from the Report Manager.
<b>Wizard Map</b>	<p>Service Report Builder Wizard includes: Welcome &gt; <b>Service Report Properties Page</b> &gt; Select Report Type Page &gt; Select a Data Source Page &gt; Select Dimensions Page &gt; Select Measurements Page &gt; (Create Measurement Dialog Box) &gt;(Edit Chart Properties Dialog Box) &gt; Select the Dimension Filters Page &gt; Summary Page</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

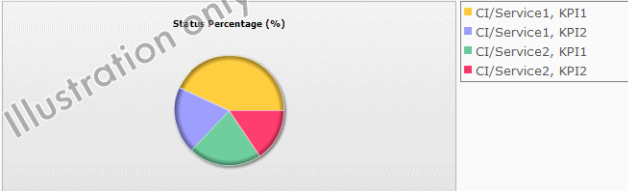
GUI Element (A-Z)	Description
<b>Report description</b>	Enter a description of the report. The description appears in the list of available reports in the Report Manager.
<b>Report name</b>	Enter the name of the report. The name appears in the list of available reports in the Report Manager. Mandatory. When you clone a report in the Report Manager, the name of the cloned report is automatically changed to <b>Copy of &lt;cloned_report_name&gt;</b> .
<b>Save report as</b>	Select one of the following options: <ul style="list-style-type: none"> <li>▶ <b>Private.</b> Only the report organizer can view the report.</li> <li>▶ <b>Public.</b> All users with appropriate permission levels can view the report. This is the default.</li> </ul>

### Select Report Type Page

<b>Description</b>	Enables you to select the type of format you want to use to display the report. The report can be displayed as a table or as a chart.
<b>Wizard Map</b>	Service Report Builder Wizard includes: Welcome > Service Report Properties Page > <b>Select Report Type Page</b> > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > (Create Measurement Dialog Box) > (Edit Chart Properties Dialog Box) > Select the Dimension Filters Page > Summary Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description																				
<b>Chart</b>	Select this option to display the list of the different charts available to render the report.																				
<b>Display 3D</b>	<p>Select this option to display the selected chart format with a 3-dimensional look.</p> <p><b>Example:</b></p> <ul style="list-style-type: none"> <li>▶ When you select <b>Pie</b> and <b>Display 3D</b>:</li> </ul> <div data-bbox="625 574 1243 748" style="border: 1px solid gray; padding: 5px;"> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Status Percentage (%)</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>CI/Service1, KPI1</td> <td>8.26</td> </tr> <tr> <td>CI/Service1, KPI2</td> <td>6.84</td> </tr> <tr> <td>CI/Service2, KPI1</td> <td>14.03</td> </tr> <tr> <td>CI/Service2, KPI2</td> <td>1.62</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>▶ When you select <b>Pie</b>, <b>Display 3D</b>, and <b>Flash</b>:</li> </ul> <div data-bbox="625 817 1215 1017" style="border: 1px solid gray; padding: 5px;"> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Status Percentage (%)</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>CI/Service1, KPI1</td> <td>8.26</td> </tr> <tr> <td>CI/Service1, KPI2</td> <td>6.84</td> </tr> <tr> <td>CI/Service2, KPI1</td> <td>14.03</td> </tr> <tr> <td>CI/Service2, KPI2</td> <td>1.62</td> </tr> </tbody> </table> </div>	Category	Value	CI/Service1, KPI1	8.26	CI/Service1, KPI2	6.84	CI/Service2, KPI1	14.03	CI/Service2, KPI2	1.62	Category	Value	CI/Service1, KPI1	8.26	CI/Service1, KPI2	6.84	CI/Service2, KPI1	14.03	CI/Service2, KPI2	1.62
Category	Value																				
CI/Service1, KPI1	8.26																				
CI/Service1, KPI2	6.84																				
CI/Service2, KPI1	14.03																				
CI/Service2, KPI2	1.62																				
Category	Value																				
CI/Service1, KPI1	8.26																				
CI/Service1, KPI2	6.84																				
CI/Service2, KPI1	14.03																				
CI/Service2, KPI2	1.62																				

GUI Element (A–Z)	Description
<p><b>Flash</b></p>	<p>Select this option to display the selected chart format using Flash technology.</p> <p><b>Note:</b> To display the report using Flash technology, you must have installed Flash.</p> <p><b>Example:</b></p>  <p><b>Note:</b> You can select both <b>Display 3D</b> and <b>Flash</b>. See the description of the <b>Display 3D</b> option for an example.</p>
<p><b>Pie, Bar, Line, Stacked Bar, Area</b></p>	<p>Select the type of chart you want to use to display the report.</p> <p><b>Note:</b> You can select <b>Area</b> only if you also select <b>Flash</b>.</p>
<p><b>Pivot table</b></p>	<p>Select this option to display the report as a pivot table. This option is selected by default.</p>

## Select a Data Source Page

<p><b>Description</b></p>	<p>Enables you to select one or more data sources on which you want to base the Service Report data.</p>
<p><b>Important Information</b></p>	<p>You can select more than one data source.</p> <p>For details on the impact of the data source selection, see “Dimensions and Measurements” on page 130.</p> <p><b>Limitations:</b> See the details in “Troubleshooting and Limitations” on page 217.</p>

<b>Wizard Map</b>	Service Report Builder Wizard includes: Welcome > Service Report Properties Page > Select Report Type Page > <b>Select a Data Source Page</b> > Select Dimensions Page > Select Measurements Page > (Create Measurement Dialog Box) >(Edit Chart Properties Dialog Box) > Select the Dimension Filters Page > Summary Page
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

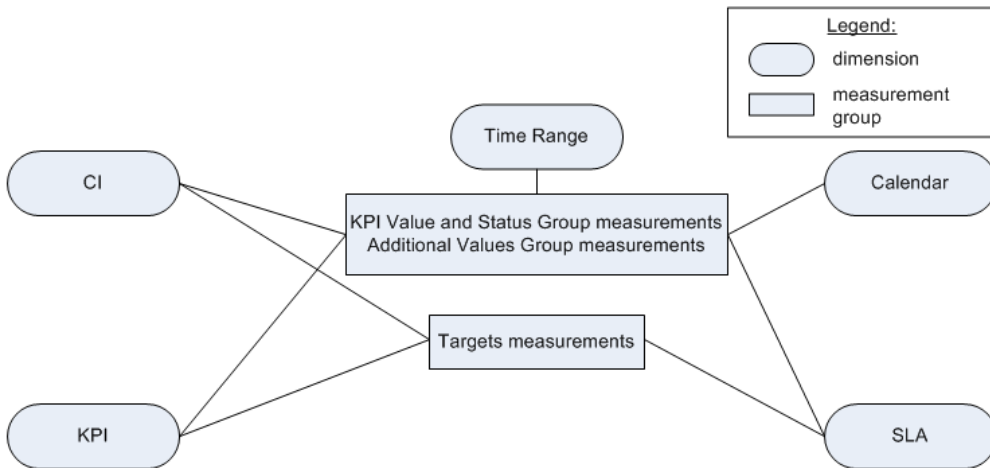
<b>GUI Element (A-Z)</b>	<b>Description</b>
<b>Business Process Insight Data</b>	Select to build the report using data from HP Business Process Insight. For details about the data source dimensions, measurements, and the relations between time, see “Business Process Insight Data Dimensions and Measurements Map” on page 176.
<b>Dashboard KPIs data</b>	Select to build the report using business-related CIs, based on historical data from the associated Dashboard KPIs. For details about the data source dimensions, measurements, and the relations between time, see “Dashboard KPIs Data Source Dimensions and Measurements Map” on page 174.
<b>Over Time Additional data</b>	Select to build the report using dimensions and measurements, such as Number of tickets and Number of measurements, from multiple data sources. For details about the data source dimensions, measurements, and the relations between time, see “Over Time Additional Data Dimensions and Measurements Map” on page 182.
<b>Service Level Management - SLA KPI data</b>	Select to build the report using CIs, KPIs, SLA dimensions, and the Time and Calendar measurements, from Service Level Management. For details about the data source dimensions, measurements, and the relations between time, see “Dashboard KPIs Data Source Dimensions and Measurements Map” on page 174.

GUI Element (A-Z)	Description
<b>Service Level Management - SLA Status data</b>	Select to build the report using SLAs, Tracking Period, and Time dimensions, and SLA Status for Previous Periods, SLA Current Status, and SLA Current Status By Time Periods, and SLA Forecast measurements. For details about the data source dimensions, measurements, and the relations between time, see “Service Level Management - SLA Status Data Dimensions and Measurements Map” on page 172.
<b>TransactionVision data</b>	Select to build the report using data from HP TransactionVision. For details about the data source dimensions, measurements, and the relations between time, see “HP TransactionVision - Data Dimensions and Measurements Map” on page 183.

## 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:

Dimensions and measurements mapping for the Service Level Management – SLA KPI data





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 132.

The dimensions are:

GUI Element (A-Z)	Description
<b>Calendar</b>	The business-day structure. It can be: <ul style="list-style-type: none"> <li>➤ <b>24hx7d</b></li> <li>➤ <b>Business Hours</b></li> </ul>
<b>CI</b>	The CI you want to display in the report.
<b>KPI</b>	The KPI you want to display in the report.
<b>SLA</b>	The Service Level Agreement you want to display in the report.
<b>Time Range</b>	The time range for which you want to see information.

The measurements are:

➤ **KPI Value and Status Group:**

GUI Element (A-Z)	Description
<b>KPI Value</b>	The KPI value.
<b>KPI Value (KPI Status as background)</b>	The KPI value and the KPI status displayed as the colored background of the report cell. The KPI status is calculated according to the objectives.
<b>KPI Status (as text and background)</b>	The KPI status and the KPI status compared to the objective displayed as the colored background of the report cell.
<b>KPI Status</b>	The KPI status.
<b>KPI Status as background</b>	The KPI status compared to the objectives displayed as the colored background of the report cell.

► **Targets:**

GUI Element (A-Z)	Description
<b>All Targets</b>	The percentage of time the value of the selected KPI was in the range defined for all targets.
<b>Exceeded (Status as background)</b>	The percentage of time the value of the selected KPI was in the range defined for the Exceeded target, and the KPI status as the colored background of the report cell.
<b>Exceeded</b>	The percentage of time the value of the selected KPI was in the range defined for the Exceeded target.
<b>Met</b>	The percentage of time the value of the selected KPI was in the range defined for the Met target.
<b>Met (Status as background)</b>	The percentage of time the value of the selected KPI was in the range defined for the Met target, and the KPI status as the colored background of the report cell.
<b>Minor Breached</b>	The percentage of time the value of the selected KPI was in the range defined for the Minor Breached target.
<b>Minor Breached (Status as background)</b>	The percentage of time the value of the selected KPI was in the range defined for the Minor Breached target, and the KPI status as the colored background of the report cell.
<b>Breached</b>	The percentage of time the value of the selected KPI was in the range defined for the Breached target.
<b>Breached (Status as background)</b>	The percentage of time the value of the selected KPI was in the range defined for the Breached target, and the KPI status as the colored background of the report cell.

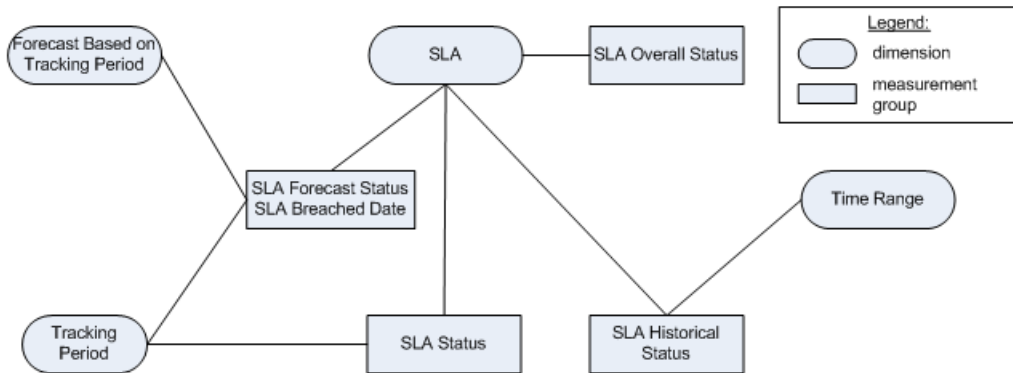
► **Additional Values Group:**

GUI Element (A-Z)	Description
<b>All Additional Values</b>	<p>Select to display all the enabled additional measurements in the report. For details about additional values, see “Additional Values in Reports” in <i>Using Service Level Management</i>.</p> <p><b>Note:</b> To modify the default list of enabled additional values displayed per KPI, select <b>Admin &gt; Platform &gt; Setup and Maintenance &gt; Infrastructure Settings</b>, choose <b>Applications</b>, select <b>Service Level Management</b>, and locate the <b>Additional Values</b> entry in the Service Level Management - SLM Admin table. Set the value to <b>true</b> 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.</p> <p><b>Note:</b> The PNR KPI appears in the Additional Values settings for internal purposes. Do not modify it.</p>

## 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:

Dimensions and measurements mapping for the Service Level Management – SLA Status Data data source



The dimensions are:

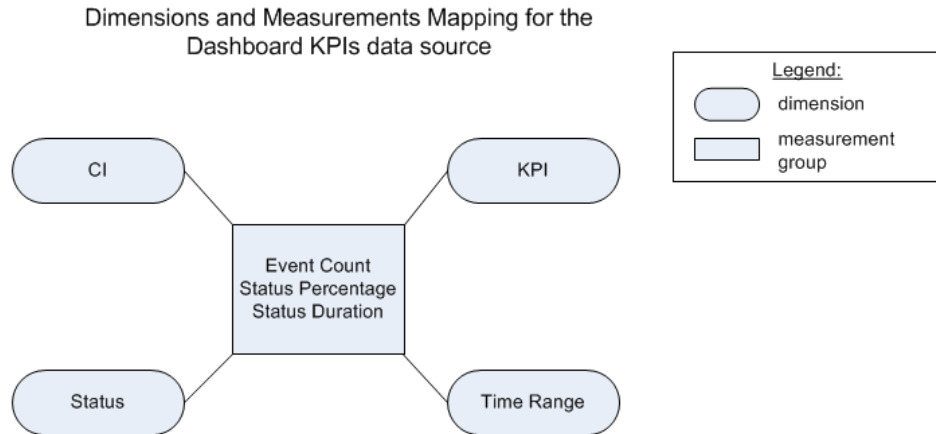
GUI Element (A-Z)	Description
<b>Forecast Based On Tracking Period</b>	The forecast calculated for the analysis period based on the assumption that the SLA performs in the future as it did during this analysis period.
<b>SLA</b>	The available SLAs that are defined for your site. For details on single or multiple selection, see “Impact on the Type of Selection: Single Selection or Multiple Selection” on page 132.
<b>Time Range</b>	The time range for which you want to see information.
<b>Tracking Period</b>	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:

GUI Element (A-Z)	Description
<b>Forecast Status (as text and background)</b>	The status of the forecast, and the Forecast status compared to the objective as the colored background of the report cell.
<b>SLA Breached Date</b>	The SLA breached date from the forecast report.
<b>SLA Forecast Status</b>	The status of the forecast.
<b>SLA Forecast Status as background</b>	The status of the forecast compared to the objective as the colored background of the report cell.
<b>SLA Historical Status</b>	The historical status for the selected time range.
<b>SLA Historical Status (as text and background)</b>	The value of the Historical Status, and the status compared to the objective as the colored background of the report cell.
<b>SLA Historical Status as background</b>	The Historical Status compared to the objective as the colored background of the report cell.
<b>SLA Overall Status</b>	The status used to compare to the forecast for a selected SLA and selected time range.
<b>SLA Overall Status (as text and background)</b>	The value of the Overall Status, and the status compared to the objective as the colored background of the report cell.
<b>SLA Overall Status as background</b>	The status of the Overall Status compared to the objective as the colored background of the report cell.
<b>SLA Status</b>	The current status of the SLA fr the selected time range.
<b>SLA Status (as text and background)</b>	The value of the Status, and the status compared to the objective as the colored background of the report cell.
<b>SLA Status as background</b>	The status compared to the objective as the colored background of the report cell.
<b>Time Comparison</b>	Enter a label for the dimension in the Label box. Select the tracking range and granularity for the report. For details, see “Time Range and Granularity Bar” in <i>Reports</i> .

## Dashboard KPIs Data Source Dimensions and Measurements Map

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



The dimensions are:

GUI Element (A-Z)	Description
<b>CI</b>	The configuration item you want to display in the report.
<b>KPI</b>	The KPIs you want to display in the report.
<b>Status</b>	The status of the KPI.
<b>Time Range</b>	The time range for which you want to see information.

The measurements are:

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

## Business Process Insight Data Dimensions and Measurements Map

The dimensions and measurements map for the Business Process Insight Data data source are listed in the tables below.

The dimensions are:

GUI Element (A-Z)	Description
CI	The configuration item you want to display in the report.
Time Range	The time range for which you want to see information.

The measurements that are relevant for the type of CI you select in the Select Dimension Filters page are as follows:

Selected Node CIT / Measurement Group		Applicable measurements	Sample Type
Business Process		See “Health Measurements Group” on page 180	bpi_process_t
		See “Common Measurements Group” on page 177	
BPI Monitor	Duration	See “Duration Measurements Group” on page 177	bpi_duration_t
		See “Common Measurements Group” on page 177	
	Value / Custom	See “Value Measurements Group” on page 178	bpi_value_t
		See “Common Measurements Group” on page 177	
BPI Business Process Step		See “Common Measurements Group” on page 177	bpi_step_t



The measurements are relevant for different types of CIs. Some measurements are relevant for all types of CIs. The measurements are described in the next sections.

### Common Measurements Group

Measurement	Description
Avg. Backlog Value	The total value of all currently open instances, divided by the total number of instances.
Avg. Backlog Count (#)	The number of currently open instances divided by the total number of instances.
Completed Instances (#)	The sum of all completed instances.
Completed Instances Total Value	The total value of all completed instances.
Completed Instances Avg. Value	The total value of all completed instances divided by the total number of completed instances.

### Duration Measurements Group

Measurement	Description
Avg. Duration (sec)	The sum of the duration of all completed instances divided by the number of completed instances.
Weighted Avg. Duration (sec)	The sum of the duration of all completed instances, each multiplied by its weight, and divided by the number of completed instances.
Min. Duration (sec)	The minimum duration of all completed instances.
Max. Duration (sec)	The maximum duration of all completed instances.
Total Duration Critical Violated Instances (#)	The total duration of all violated samples that currently have the <b>Critical</b> status.
Total Duration Critical Violated Instances (#, Status as background)	The total duration of all samples that currently have the <b>Critical</b> status, and the status compared to the objective as the colored background ofn the report cell.

Measurement	Description
<b>Total Duration Major Violated Instances (#)</b>	The total duration of all samples that currently have the <b>Major</b> status.
<b>Total Duration Major Violated Instances (#, Status as background)</b>	The total duration of all samples that currently have the <b>Major</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Duration Minor Violated Instances (#)</b>	The total duration of all violated samples that currently have the <b>Minor</b> status.
<b>Total Duration Minor Violated Instances (#, Status as background)</b>	The total duration of all violated samples that currently have the <b>Minor</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Duration Non-Violated Instances (#)</b>	The total duration of all non-violated samples.
<b>Total Duration Non-Violated Instances (#, Status as background)</b>	The total duration of all non-violated samples that currently have the <b>Minor</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Duration Warning Violated Instances (#)</b>	The total duration of all violated samples that currently have the <b>Warning</b> status.
<b>Total Duration Warning Violated Instances (#, Status as background)</b>	The total duration of all violated samples that currently have the <b>Warning</b> status, and the status compared to the objective as the colored background of the report cell.

### Value Measurements Group

Measurement	Description
<b>Total Monitor Value</b>	The total value of all samples that were sent during the specified time period.
<b>Avg. Monitor Value</b>	The total value of all samples that were sent during the specified time period divided by the number of currently completed samples.

Measurement	Description
<b>Weighted Avg. Monitor Value</b>	The total value of all samples that were sent during the specified time period, each multiplied by its weight, divided by the number of currently completed samples.
<b>Min. Value</b>	The minimum value of all samples that were sent during the specified time period.
<b>Max. Value</b>	The maximum value of all samples that were sent during the specified time period.
<b>Total Value Critical Violated Instances (#)</b>	The total value of all violated samples that currently have the <b>Critical</b> status.
<b>Total Value Critical Violated Instances (#, Status as background)</b>	The total value of all samples that currently have the <b>Critical</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Value Major Violated Instances (#)</b>	The total value of all samples that currently have the <b>Major</b> status.
<b>Total Value Major Violated Instances (#, Status as background)</b>	The total value of all samples that currently have the <b>Major</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Value Minor Violated Instances (#)</b>	The total value of all violated samples that currently have the <b>Minor</b> status.
<b>Total Value Minor Violated Instances (#, Status as background)</b>	The total value of all violated samples that currently have the <b>Minor</b> status, and the status compared to the objective as the colored background of the report cell.
<b>Total Value Non-Violated Instances (#)</b>	The total value of all non-violated samples.
<b>Total Value Non-Violated Instances (#, Status as background)</b>	The total value of all non-violated samples that currently have the <b>Minor</b> status, and the status compared to the objective as the colored background of the report cell.

Measurement	Description
<b>Total Value Warning Violated Instances (#)</b>	The total value of all violated samples that currently have the <b>Warning</b> status.
<b>Total Value Warning Violated Instances (#, Status as background)</b>	The total value of all violated samples that currently have the <b>Warning</b> status , and the status compared to the objective as the colored background of the report cell.

### Health Measurements Group

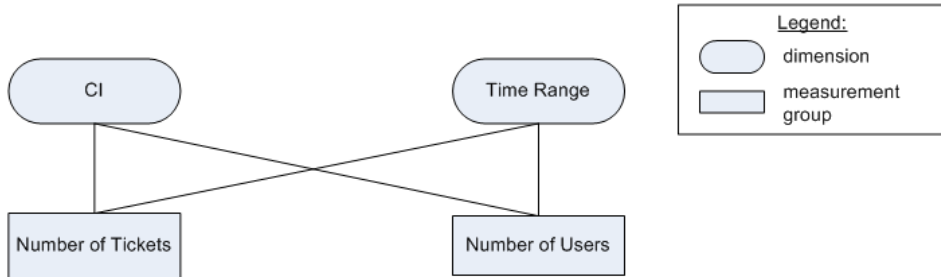
Measurement	Description
<b>Avg. of Blocked Instances (#)</b>	The sum of the number of all instances that currently have the <b>Blocked</b> status, divided by the total number of instances.
<b>Avg. of Blocked Instances (#, Status as background)</b>	The sum of the number of all instances that currently have the <b>Blocked</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of the report cell.
<b>Avg. of Healthy Instances (#)</b>	The sum of the number of all instances that currently have the <b>Healthy</b> status, divided by the total number of instances.
<b>Avg. of Healthy Instances (#, Status as background)</b>	The sum of the number of all instances that currently have the <b>Healthy</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of the report cell.
<b>Avg. of At Risk Instances (#)</b>	The sum of the number of all instances that currently have the <b>AtRisk</b> status, divided by the total number of instances.
<b>Avg. of At Risk Instances (#, Status as background)</b>	The sum of the number of all instances that currently have the <b>AtRisk</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of the report cell.

Measurement	Description
<b>Avg. Value of Blocked Instances</b>	The total cost of all instances that currently have the <b>Blocked</b> status, divided by the total number of instances.
<b>Avg. Value of Blocked Instances (Status as background)</b>	The total cost of all instances that currently have the <b>Blocked</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of the report cell.
<b>Avg. Value of Healthy Instances</b>	The total cost of all instances that currently have the <b>Healthy</b> status, divided by the total number of instances.
<b>Avg. Value of Healthy Instances (Status as background)</b>	The total cost of all instances that currently have the <b>Healthy</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of the report cell.
<b>Avg. Value of At Risk Instances</b>	The total cost of all instances that currently have the <b>AtRisk</b> status, divided by the total number of instances.
<b>Avg. Value of At Risk Instances (Status as background)</b>	The total cost of all instances that currently have the <b>AtRisk</b> status, divided by the total number of instances, and the status compared to the objective as the colored background of 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:

Dimensions and Measurements Mapping for the Over Time Additional Data data source



The dimensions are:

GUI Element (A-Z)	Description
CI	The configuration item or service.
Time Range	The time range for which you want to see information.

The measurements are:

GUI Element (A-Z)	Description
# of tickets	<p>The number of tickets (open incidents) that were opened with the selected severity during the selected time period.</p> <p>To specify the severity, you must first specify the rule that is used to calculate the number of tickets.</p> <p>To specify the rule, select <b>Admin &gt; Platform &gt; Setup and Maintenance &gt; Infrastructure Settings</b>, choose <b>Applications</b>, select <b>Dashboard Application</b>, and locate the <b>Number of open Incidents rule</b> 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 <b>Admin &gt; Dashboard &gt; Repositories &gt; Business Rules</b>).</p> <p>To specify the severity you want to use, edit the rule's properties in the Repositories.</p>
# of users	<p>The number of users, calculated by Real User Monitor, using the specified CI during the selected time period.</p>

## HP TransactionVision - Data Dimensions and Measurements Map

The dimensions and measurements map for the HP TransactionVision data source includes the following elements:

The data is retrieved from the Business Transaction Monitor monitor sample. For details about the sample, see “Data Sample for TransactionVision” in *Reference Information*.

The dimensions are:

GUI Element (A-Z)	Description
CI	The configuration item or service.
Time Range	The time range for which you want to see information.

The measurements are:

GUI Element (A-Z)	Description
Total Volume (#)	The total number of transactions that ran in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.
Avg. Backlog	The number of transactions that are currently running in HP TransactionVision, divided by the number of samples sent during the specified time period. By default, a sample represents 5 minutes of data.
Avg. Duration (sec)	The sum of the response time of the transactions that ran in HP TransactionVision, divided by the total number of transactions, in the sample. By default, a sample represents 5 minutes of data.
Total Value	The total value of the transactions that ran in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.
Average Backlog Value	The total financial value of the transactions that are currently running in HP TransactionVision, divided by the number of samples sent during the specified time period. By default, a sample represents 5 minutes of data.
Average Value	The average financial value of the transactions that ran in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.



GUI Element (A-Z)	Description
<b>Average Value of Exceptions</b>	<p>The average financial value of the transactions that accessed HP TransactionVision, with an exception, in the sample. By default, a sample represents 5 minutes of data.</p> <p>A transaction with an exception is a transaction that did not follow the straight-through process defined by the user.</p>
<b>Average Value of Delays</b>	<p>The average financial value of the transactions that accessed HP TransactionVision, with delays, in the sample. By default, a sample represents 5 minutes of data.</p>
<b>Average Value of Failures</b>	<p>The average financial value of failed transactions in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.</p> <p>Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision.</p>
<b>Delays (#)</b>	<p>The total number of delayed (late) transactions in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.</p> <p>Transactions are classified as "late" when their response time exceeds the defined threshold in HP TransactionVision.</p>
<b>Exceptions (#)</b>	<p>The total number of transactions that accessed HP TransactionVision, with exceptions, in the sample. By default, a sample represents 5 minutes of data.</p> <p>A transaction with an exception is a transaction that did not follow the straight-through process defined by the user.</p>
<b>Failures (#)</b>	<p>The total number of failed transactions in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.</p> <p>Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision.</p>

GUI Element (A-Z)	Description
<b>Max. Duration (sec)</b>	The maximum response time of the transactions that ran in HP TransactionVision in the sample. By default, a sample represents 5 minutes of data.
<b>Min. Duration (sec)</b>	The minimum response time of the transactions that ran in HP TransactionVision in the sample. By default, a sample represents 5 minutes of data.
<b>Value of Exceptions</b>	<p>The total financial value of the transactions that accessed HP TransactionVision, with an exception, in the sample. By default, a sample represents 5 minutes of data.</p> <p>A transaction with an exception is a transaction that did not follow the straight-through process defined by the user.</p>
<b>Value of Delays</b>	<p>The total financial value of delayed (late) transactions in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.</p> <p>Transactions are classified as "late" when their response time exceeds the defined threshold in HP TransactionVision.</p>
<b>Value of Failures</b>	<p>The total financial value of failed transactions in HP TransactionVision, in the sample. By default, a sample represents 5 minutes of data.</p> <p>Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision.</p>



## Select Dimensions Page


<b>Description</b>	Enables you to select the dimensions you want to display in the report and whether they are to appear in a column or a row.
<b>Important Information</b>	<p>The page displays different information depending on the type of display you selected in the Select a Report Display page.</p> <p><b>Tips and Tricks:</b> Before using this page, see “Tips and Tricks” on page 139.</p> <p><b>Limitations:</b> See the details in “Troubleshooting and Limitations” on page 217.</p>
<b>Wizard Map</b>	Service Report Builder Wizard includes: Welcome > Service Report Properties Page > Select Report Type Page > Select a Data Source Page > <b>Select Dimensions Page</b> > Select Measurements Page > (Create Measurement Dialog Box) > (Edit Chart Properties Dialog Box) > Select the Dimension Filters Page > Summary Page

## When You Use the Pivot Table Format

<b>Description</b>	The elements listed in the table below are displayed when you select <b>Pivot table</b> in the Select a Display Type page.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Select a dimension in the <b>Available dimensions</b> area and click the forward arrow to move the dimension to the <b>Columns</b> or <b>Rows</b> area.
	Select a dimension in the <b>Row</b> or <b>Column</b> area and click the arrow to move the dimension back to the <b>Available dimensions</b> area.




GUI Element (A-Z)	Description
	<p>Change the order of the dimensions in the <b>Columns</b> or <b>Rows</b> area by clicking the up and down arrows. By default, the dimensions are listed in alphabetical order.</p>
<p><b>Available Dimensions</b></p>	<p>Select the appropriate dimension and select where you want to put it in the report by clicking the forward arrow to the <b>Columns</b> or <b>Rows</b> area.</p> <p>Use the following guidelines to select the dimensions:</p> <ul style="list-style-type: none"> <li>▶ If you select only one dimension and move it to the <b>Rows (Columns)</b> area, the dimension's measurements appear as columns (rows) in the Service Report.</li> <li>▶ If you select two dimensions, it is recommended to move one dimension to the <b>Rows</b> area and the other dimension to the <b>Columns</b> area.</li> <li>▶ If you select more than two dimensions, there is no restriction to the location of the dimensions.</li> </ul>
<p><b>Clear</b></p>	<p>Click to return the dimensions in the <b>Columns</b> or <b>Rows</b> area back to the <b>Available Dimensions</b> area.</p>

GUI Element (A-Z)	Description
<b>Enable automatic preview</b>	<p>You can display a preview of the report by selecting <b>Enable automatic preview</b>.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> If, after previewing the page, you clear <b>Enable automatic preview</b>, the automatic preview feature is disabled on the next wizard page.</p>
<b>Preview</b>	<p>Click to review the page. The preview shows the report structure with randomly generated data.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> The preview report displays randomly generated data and background color for illustration purposes only, and, when applicable, two placeholder values for each selected dimension.</p>

## When You Use the Pie Chart Format

<b>Description</b>	The elements listed in the table below are displayed when you select <b>Pie</b> in the Select a Display Type page.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):




<b>GUI Element (A-Z)</b>	<b>Description</b>
	Select a dimension in the <b>Available dimensions</b> area and click the forward arrow to move the dimension to the <b>Slices</b> area.
	Select a dimension in the <b>Slices</b> area and click the arrow to move the dimension back to the <b>Available dimensions</b> area.
	Change the order of the dimensions in the <b>Slices</b> area by clicking the up and down arrows. By default, the dimensions are listed in alphabetical order.
<legend>	Displays the automatically selected colors that represent each dimension or combination of dimensions
<b>Available Dimensions</b>	Lists the dimensions you selected in the Select Dimensions page.
<b>Clear</b>	Click to clear all the selections on the page.
<b>Enable automatic preview</b>	<p>You can display a preview of the report by selecting <b>Enable automatic preview</b>.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> If, after previewing the page, you clear <b>Enable automatic preview</b>, the automatic preview feature is disabled on the next wizard page.</p>

GUI Element (A-Z)	Description
<p><b>Preview</b></p>	<p>Click to review the page. The preview shows the report structure with randomly generated data.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> The preview report displays randomly generated data and background color for illustration purposes only, and, when applicable, two placeholder values for each selected dimension.</p>
<p><b>Sector Data</b></p>	<p><b>Mandatory:</b> Move at least one dimension to the <b>Slices</b> area.</p> <p>For example, if you move:</p> <ul style="list-style-type: none"> <li>▶ One dimension to the <b>Slices</b> box, each sector of the pie chart represents a different value of the dimension.</li> <li>▶ More than one dimension to the <b>Slices</b> box, each sector of the pie chart represents a combination of the values of each selected dimensions. For example, if you select dimensions CI and KPI, the pie chart includes sectors for each group of dimensions as follows: ci1, kpi1; ci1, kpi2; ci2, kpi1; ci2, kpi2.</li> </ul> <div data-bbox="625 1102 1239 1263" style="text-align: center;"> </div>

## When You Use the Bar Chart Format

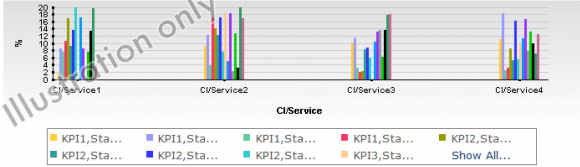
<b>Description</b>	The elements listed in the table below are displayed when you select <b>Bar</b> in the Select a Display Type page.
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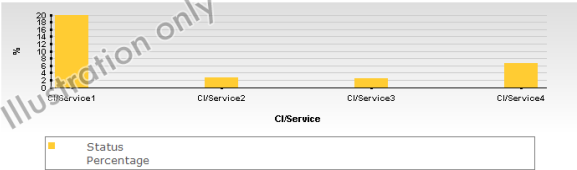
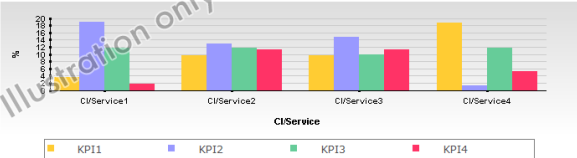
The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>GUI Element (A-Z)</b>	<b>Description</b>
	Select a dimension in the <b>Available dimensions</b> area and click the forward arrow to move the dimension to the <b>X-Axis</b> or <b>Series</b> area.
	Select a dimension in the <b>X-Axis</b> or <b>Series</b> area and click the arrow to move the dimension back to the <b>Available dimensions</b> area.
	Change the order of the dimensions in the <b>X-Axis</b> or <b>Series</b> area by clicking the up and down arrows. By default, the dimensions are listed in alphabetical order.
<legend>	Displays the automatically selected colors that represent each dimension or combination of dimensions.
<b>Available Dimensions</b>	Lists the dimensions you selected in the Select Dimensions page.
<b>Clear</b>	Click to clear all the selections on the page.
<b>Enable automatic preview</b>	<p>You can display a preview of the report by selecting <b>Enable automatic preview</b>.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> If, after previewing the page, you clear <b>Enable automatic preview</b>, the automatic preview feature is disabled on the next wizard page.</p>



GUI Element (A-Z)	Description
<b>Preview</b>	<p>Click to review the page. The preview shows the report structure with randomly generated data.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> The preview report displays randomly generated data and background color for illustration purposes only, and, when applicable, two placeholder values for each selected dimension.</p>




GUI Element (A-Z)	Description
<p><b>Series</b></p>	<p>The X-axis marks represents the combinations of all the values of the dimensions you moved to the <b>X-Axis</b> box.</p> <p>For each mark, the group of bars represent the combinations of all the values of the dimensions you moved to the <b>Series</b> box.</p> <p><b>Example:</b> You moved <b>CI</b> in the <b>X-Axis</b> box, and <b>KPI</b> and <b>Status</b> to the <b>Series</b> box. The result is as follows:</p>  <p><b>Note:</b> If you move dimensions to the <b>Series</b> box, you can select only one measurement in the Select Measurements page.</p>

GUI Element (A-Z)	Description
<p><b>X-Axis</b></p>	<p><b>Mandatory:</b> Move at least one dimension to the X-Axis box.</p> <p>The X-axis marks represents the combinations of all the values of the dimensions you moved to the X-Axis box.</p> <p><b>Example:</b> If you move:</p> <ul style="list-style-type: none"> <li>➤ One dimension to the <b>X-Axis</b> box, the values of the dimension are displayed on the X-axis.</li> </ul>  <ul style="list-style-type: none"> <li>➤ More than one dimension to the <b>X-Axis</b> box, each combination of the dimensions is represented by one mark in the X-axis.</li> </ul> 

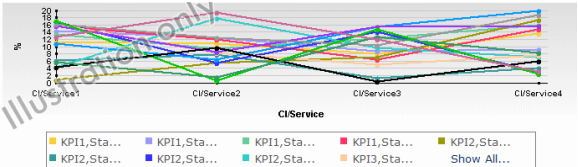
## When You Use the Line/Stacked Bar/Area Chart Formats

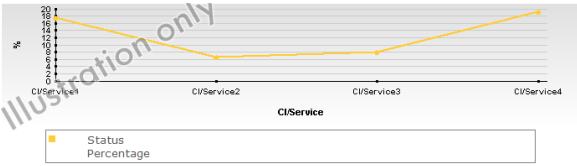
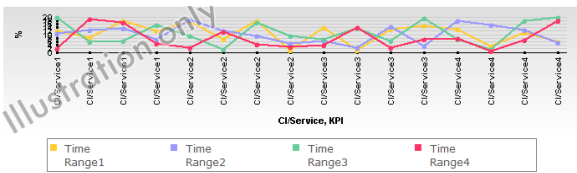
<b>Description</b>	The elements listed in the table below are displayed when you select <b>Line/Stacked Bar/Area</b> in the Select a Display Type page.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

<b>GUI Element (A-Z)</b>	<b>Description</b>
	Select a dimension in the <b>Available dimensions</b> area and click the forward arrow to move the dimension to the <b>X-Axis</b> or <b>Series</b> area.
	Select a dimension in the <b>X-Axis</b> or <b>Series</b> area and click the arrow to move the dimension back to the <b>Available dimensions</b> area.
	Change the order of the dimensions in the <b>X-Axis</b> or <b>Series</b> area by clicking the up and down arrows. By default, the dimensions are listed in alphabetical order.
<legend>	Displays the automatically selected colors that represent each dimension or combination of dimensions
<b>Available Dimensions</b>	Lists the dimensions you selected in the Select Dimensions page.
<b>Clear</b>	Click to clear all the selections on the page.
<b>Enable automatic preview</b>	<p>You can display a preview of the report by selecting <b>Enable automatic preview</b>.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> If, after previewing the page, you clear <b>Enable automatic preview</b>, the automatic preview feature is disabled on the next wizard page.</p>

GUI Element (A-Z)	Description
<b>Preview</b>	<p>Click to review the page. The preview shows the report structure with randomly generated data.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed.</p> <p>Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> The preview report displays randomly generated data and background color for illustration purposes only, and, when applicable, two placeholder values for each selected dimension.</p>



GUI Element (A-Z)	Description
<p><b>Series</b></p>	<p>The X-axis marks represents the combinations of all the values of the dimensions you moved to the <b>X-Axis</b> box.</p> <p>For each mark, the group of bars represent the combinations of all the values of the dimensions you moved to the <b>Series</b> box.</p> <p><b>Example:</b> You moved <b>CI</b> in the <b>X-Axis</b> box and <b>KPI</b> and <b>Status</b> to the <b>Series</b> box. The result is as follows, for a line chart:</p>  <p><b>Note:</b> If you move dimensions to the <b>Series</b> box, you can select only one measurement in the Select Measurements page.</p>

GUI Element (A-Z)	Description
<p><b>X-Axis</b></p>	<p><b>Mandatory:</b> Move at least one dimension to the X-Axis box.</p> <p>The X-axis marks represents the combinations of all the values of the dimensions you moved to the X-Axis box.</p> <p><b>Example:</b> If you move:</p> <ul style="list-style-type: none"> <li>➤ One dimension to the <b>X-Axis</b> box, the values of the dimension are displayed on the X-axis.</li> </ul>  <ul style="list-style-type: none"> <li>➤ More than one dimension to the <b>X-Axis</b> box, each combination of the dimensions is represented by one mark in the X-axis.</li> </ul> 





## Select Measurements Page

<b>Description</b>	<p>Enables you to select the measurements you want to display in the report and whether they should appear in rows or columns.</p> <p>The measurements that are listed in the <b>Available Measurements</b> area depend on the dimensions you selected in the Dimensions Selection page. For details, see “Dimensions and Measurements” on page 130.</p>
<b>Important Information</b>	<p>You must select at least one measurement.</p> <p>The dimensions and measurements of each application are mapped differently. For details, see “Dimensions and Measurements” on page 130 or “Select the Dimension Filters Page” on page 203.</p> <p><b>Tips and Tricks:</b> Before using this page, see “Tips and Tricks” on page 139.</p> <p><b>Limitations:</b> See the details in “Troubleshooting and Limitations” on page 217.</p>
<b>Wizard Map</b>	<p>Service Report Builder Wizard includes: Welcome &gt; Service Report Properties Page &gt; Select Report Type Page &gt; Select a Data Source Page &gt; Select Dimensions Page &gt; <b>Select Measurements Page</b> &gt; (Create Measurement Dialog Box) &gt; (Edit Chart Properties Dialog Box) &gt; Select the Dimension Filters Page &gt; Summary Page</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Select a measurement in the <b>Available Measurements</b> area to move the measurement to the <b>Selected Measurements</b> area.</p>
	<p>Select a measurement in the <b>Selected Measurements</b> area and click to move the measurement back to the <b>Available Measurements</b> area.</p>



GUI Element (A-Z)	Description
	<p>Click to create a customized measurement in the Create Measurement dialog box. For details, see “Create Measurement Dialog Box” on page 207.</p> <p>See limitations in “Troubleshooting and Limitations” on page 217.</p>
	<p>Select a customized measurement and click to edit the measurement in the Create Measurement dialog box. For details, see “Create Measurement Dialog Box” on page 207.</p>
	<p>Click to open the Edit Chart Properties dialog box. For details, see “Edit Chart Properties Dialog Box” on page 213.</p> <p><b>Note:</b> This button is not available for Pie charts.</p>
	<p>Change the order of the measurements in the <b>Selected Measurements</b> area by clicking the up and down arrows. By default, the measurements are listed in alphabetical order.</p>
<p><b>Available Measurements</b></p>	<p>Select the appropriate measurement and click the right arrow to move the measurement to the <b>Selected Measurements</b> area.</p>
<p><b>Clear</b></p>	<p>Click to clear all the selections on the page.</p>
<p><b>Enable automatic preview</b></p>	<p>You can display a preview of the report by selecting <b>Enable automatic preview</b>. When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed. Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b> If, after previewing the page, you clear <b>Enable automatic preview</b>, the automatic preview is disabled on the next wizard page.</p>

GUI Element (A-Z)	Description
<p><b>Preview</b></p>	<p>Click to review the page. The preview shows the report structure with the column and row headers; it does not display data.</p> <p>When you edit an existing Service Report, <b>Enable automatic preview</b> is automatically selected and the <b>Preview</b> button is dimmed. Any change made to the top part of the page automatically generates the preview report.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▶ The preview report displays randomly generated data and background color for illustration purposes only, and two placeholder values for each selected dimension and measurement.</li> <li>▶ The preview box displays a chart that represents all the possible combinations of the selected dimensions displayed for each measurement that you select.</li> </ul>
<p><b>Selected Measurements</b></p>	<p>The list of measurements you have selected.</p> <p><b>Note:</b> For some measurements (like <b>Value</b>, or <b>Status</b>), select where you want the measurements to be displayed in the report by selecting <b>As column headers</b> or <b>As row headers</b>. For details, see “Dimensions and Measurements” on page 130.</p> <p><b>Limitation:</b> You cannot select both a regular measurement and a measurement with a background at the same time when selecting to display a Service Report as a Chart.</p>

## Select the Dimension Filters Page

<b>Description</b>	Enables you to filter the dimensions you want to display in the report.
<b>Important Information</b>	<ul style="list-style-type: none"> <li>▶ The <b>Available Dimensions</b> area lists both: <ul style="list-style-type: none"> <li>▶ The dimensions you selected in the Dimensions Selection page</li> <li>▶ The dimensions related to the measurements you selected in the Measurement Selection page according to the application's dimensions and measurements map.</li> </ul> <p>For details, see "Dimensions and Measurements" on page 130.</p> </li> <li>▶ You must select at least one dimension filters for each dimension listed in the <b>Available Dimension Filters</b> area. Depending on the links between the dimensions and measurements you selected in the previous pages of the wizard, you can select a single value or multiple values for the dimension. For details, see "Impact on the Type of Selection: Single Selection or Multiple Selection" on page 132.</li> <li>▶ The dimensions and measurements of each data source are mapped differently. For details, see the dimensions and measurement maps for each data source in "Impact of the Dimensions/Measurement Selection on the Report Structure" on page 132.</li> </ul> <p><b>Tips and Tricks:</b> Before using this page, see "Tips and Tricks" on page 139.</p> <p><b>Limitations:</b> See the details in "Troubleshooting and Limitations" on page 217.</p>
<b>Wizard Map</b>	Service Report Builder Wizard includes: Welcome > Service Report Properties Page > Select Report Type Page > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > (Create Measurement Dialog Box) > (Edit Chart Properties Dialog Box) > <b>Select the Dimension Filters Page</b> > Summary Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):


GUI Element (A-Z)	Description
<b>Available Dimensions Filters</b>	Select a dimension in the list.
<b>Clear</b>	Click to clear all selections.
<b>Dimensions Filter</b>	<p>Select the required dimension filter.</p> <p>Select only two values for dimensions that are used as a base for calculated functions. If you select one value, or more than two values, an error message is displayed.</p> <p>For additional information, see “Impact on the Type of Selection: Single Selection or Multiple Selection” on page 132.</p> <p><b>Note:</b> When working with the Business Process Insight data source, select the measurements that are appropriate for the type of CI you select in the Select Dimension Filters. If the measurements you select have no connection with the type of CI you select, the report is empty or the data is meaningless for monitor CIs or partial for non-monitor CIs. For details about the available measurements, see “Business Process Insight Data Dimensions and Measurements Map” on page 176.</p>

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

## Summary Page

<b>Description</b>	Displays the report you have created with real data and real background color.
<b>Important Information</b>	For more information, see “Edit Preferences <portlet_name> Dialog Box” on page 75.
<b>Wizard Map</b>	Service Report Builder Wizard includes: Welcome > Service Report Properties Page > Select Report Type Page > Select a Data Source Page > Select Dimensions Page > Select Measurements Page > (Create Measurement Dialog Box) > (Edit Chart Properties Dialog Box) > Select the Dimension Filters Page > <b>Summary Page</b>

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
	In My BAC, click the button to display the values of the dimensions selected in the Dimension Filters page that are not directly displayed in the report.
<Common report settings>	For details, see “Common Report Elements” in <i>Reports</i> .
<Dimension filter elements>	In Report Manager, displays the values of the dimensions selected in the Dimension Filters page that are not directly displayed in the report.
<b>Remove empty columns and rows from report</b>	In My BAC, select to remove, from the report, the columns and rows that do not have data. <b>Note:</b> When you create a Service Report, you can choose components that are not necessarily related to other components in the report, therefore some results of the Service Report may be blank when the report is generated. <b>Note:</b> This option is disabled when you select the <b>Chart</b> display type for the report.

## Create Measurement Dialog Box

<p><b>Description</b></p>	<p>Enables you to add a calculated or aggregated measurement based on the measurements you selected in the Select Measurements page.</p> <p><b>To Access:</b> Click <b>New Measurement</b> in the Select Measurements page in the Service Report Builder wizard.</p>
<p><b>Important Information</b></p>	<p>After you create a new measurement, you are returned to the <b>Select Measurements</b> page where the new measurement is automatically moved to the <b>Select Measurements</b> box. Any measurements you selected before you created the new measurement is discarded, unless you validated the selection (by clicking the <b>Next</b> or <b>Back</b> button).</p> <p>If you want to delete a measurement you created, move it back to the <b>Available Measurements</b> box. When you click <b>Finish</b>, new measurements located in the <b>Available Measurements</b> box (they are not in use) are automatically deleted.</p> <p><b>Note:</b> When you select to display a Service Report with the Charts format, you can create only <b>Aggregated</b> measurements; you cannot create <b>Calculated</b> measurements.</p> <p><b>Limitations:</b> See the details in “Troubleshooting and Limitations” on page 217.</p>
<p><b>Included in Tasks</b></p>	<p>“Configure a Service Report Portlet in My BAC – Workflow” on page 142</p> <p>“Create a Customized Measurement” on page 157</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Measurement description</b>	The description of the measurement you are creating. <b>Note:</b> The description of the measurement appears as a tooltip when you move the mouse over the measurement in the Select Measurements page.
<b>Measurement name</b>	The name of the measurement you are creating. <b>Note:</b> * indicates that the field is compulsory.
<b>Measurement type</b>	Select one of the following: <ul style="list-style-type: none"> <li>▶ <b>Calculated</b> to use a calculated function.</li> <li>▶ <b>Aggregated</b> to use an aggregated function.</li> </ul>
<b>Select function</b>	Select the appropriate function. For details, see “Calculated Functions” on page 208 or “Aggregated Functions” on page 209.

### Calculated Functions

<b>Important Information</b>	The <b>Calculated Functions</b> option is disabled when you select to display the Service Report as a Chart.
------------------------------	--

The following calculated functions are available:

Function (A-Z)	Description
<b>Difference</b>	Returns the difference between the measurements selected in the <b>First measurement</b> list and the <b>Second measurement</b> list.



Function (A-Z)	Description
<b>Difference by percentage</b>	Returns the difference between the measurements selected in the <b>First measurement</b> list and the <b>Second measurement</b> list, divided by the measurement selected in the <b>Second measurement</b> list, and multiplied by 100 (the result is in percentages).  <b>Note:</b> 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 "-".
<b>Percentage</b>	Returns the percentage of the selected <b>First measurement</b> value relative to the selected <b>Second measurement</b> value.
<b>Status</b>	Compares the value of the measurement selected in <b>Compare measurement</b> box with the specified thresholds and returns a color. For more details, see “Status Function Automatic Measurements” on page 137.
<b>Trend</b>	Returns the trend between the measurements selected in the <b>First measurement</b> list and the <b>Second measurement</b> list. The trend is indicated in the final report, using up ▲, down ▼, or no change arrow ◆. For details, see “My BAC Page” on page 98.

## Aggregated Functions

The following aggregated functions are available:

Function (A-Z)	Description
<b>Average</b>	Returns the average of the values of the measurement you select in the <b>Select measurement</b> list.
<b>Best</b>	Available only for status measurement types. Returns the best status of all the selected measurement statuses.  <b>Note:</b> This function is irrelevant when you select to display the Service Report as a Chart.

Function (A-Z)	Description
<b>Count Status</b>	<p>Available only for status measurement types. Returns the number of times the status has the value selected in the <b>Select measurement instance</b> during the selected period of time.</p> <p><b>Note:</b> This function is irrelevant when you select to display the Service Report as a Chart.</p>
<b>Max</b>	<p>Returns the highest value of the measurement you select in the <b>Select measurement</b> list.</p>
<b>Min</b>	<p>Returns the lowest value of the measurement you select in the <b>Select measurement</b> list.</p>
<b>Status Percentage</b>	<p>Available only for status measurement types. Returns the percentage of the status with the value selected in the <b>Select measurement instance</b>.</p> <p><b>Note:</b> This function is irrelevant when you select to display the Service Report as a Chart.</p>
<b>Sum</b>	<p>Returns the sum of the values of the measurement you select in the <b>Select measurement</b> list.</p>
<b>Worst</b>	<p>Available only for status measurement types. Returns the worst status of all the selected measurement statuses.</p> <p><b>Note:</b> This function is irrelevant when you select to display the Service Report as a Chart.</p>

## Function Parameters

<b>Important Information</b>	<b>Function Parameters</b> are disabled when you select to display the Service Report as a Chart.
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The following function parameters are available:

GUI Element (A-Z)	Description
<b>Compare measurement</b>	<p>Displayed when you create a <b>Status</b> calculated function.</p> <p>Select the measurement you want to compare with the thresholds you specify in <b>To Threshold</b>.</p>
<b>Create measurement</b>	<p>Displayed when you create a <b>Status</b> calculated function.</p> <p>Select one of the measurements that is automatically created when you create a <b>Status</b> calculated function. For details about those measurements, see “Status Function Automatic Measurements” on page 137.</p>

GUI Element (A-Z)	Description
<p><b>First measurement</b></p>	<p>Displayed when you create a calculated function.                      Select the first measurement to be used in the calculation.</p> <p><b>Note:</b> When you create a calculated measurement, the names of the measurement in the <b>First measurement</b> and <b>Second measurement</b> 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.</p> <p>You can perform calculations between:</p> <ul style="list-style-type: none"> <li>▶ 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.</li> <li>▶ Different measurements. There is no limitation in the number of instances.</li> </ul> <p><b>Note:</b> 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.</p>
<p><b>Second measurement</b></p>	<p>Displayed when you create a calculated function.                      Select the second measurement to be used in the calculation.</p> <p>For more information, see “First measurement” on page 212.</p>
<p><b>Select dimension</b></p>	<p>Displayed when you create a calculated function.                      Select the dimension on which you want to perform the selected function.</p>

GUI Element (A-Z)	Description
<b>Select measurement</b>	Displayed when you create an aggregated function. Select the measurement on which you want to perform the selected function.
<b>Selected measurement instance</b>	Displayed when you create a <b>Count Status</b> or a <b>Status Percentage</b> aggregated function. Select: <b>Failed, Breached, Minor Breached, Met, Exceeded, No Data, or Downtime.</b>
<b>To thresholds</b>	Displayed when you create a <b>Status</b> 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 <b>Compare measurement</b> list complies with the thresholds.  <b>Note:</b> The threshold definitions depend on the data source you selected in the <b>Select a Data Source</b> page.

### **Edit Chart Properties Dialog Box**

<b>Description</b>	Enables you to specify the target lines you want to display in the Service Report and the scale of the Y-axis.  <b>Note:</b> The capabilities offered in this dialog box are not available for Pie charts.  <b>To Access:</b> Click  <b>Edit Chart Properties</b> in the Select Measurements page in the Service Report Builder wizard.
--------------------	--

### **Target Lines Area**

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Add</b>	Click <b>Add</b> to add a label to the list of labels in the table.

GUI Element (A-Z)	Description
<p><b>Target Line Type Manual</b></p>	<p>Enter the following information:</p> <ul style="list-style-type: none"> <li>▶ <b>Label.</b> The name of the target line. The name of the target line appears in the chart legend.</li> <li>▶ <b>Value.</b> The value of the target line. It indicates the position of the target line on the Y-axis. The value appears in a tooltip when you move the mouse over the target line.</li> <li>▶ <b>Color.</b> Select one of the colors (<b>Red, Orange, Yellow, Khaki, Green, or Black</b>). A line with the selected color appears next to the target line label in the chart legend.</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▶ When two and more labels have the same value but different colors, the corresponding target lines are displayed one over the other and the legend displays each colored line and its label.</li> <li>▶ When two or more labels have the same value and the same color, the legend displays the colored line followed by the label names separated by slashes (/).</li> </ul>

GUI Element (A-Z)	Description
<b>Target Line Type Measurement based</b>	<p>Select one of the measurements in the list. The measurements listed in the box are the measurements that are <b>not</b> dependant on the dimensions you moved to the X-Axis box in the Select dimensions page (if <b>all</b> the measurements available depend on the dimension you moved to the X-Axis, this option is disabled).</p> <p>The color of the labels corresponding to regular measurements (without background) is black. The color of the labels corresponding to measurements with background is the color of the background.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▶ When two and more labels have the same value but different colors, the corresponding target lines are displayed one over the other and the legend displays each colored line and its label.</li> <li>▶ When two or more labels have the same value and the same color, the legend displays the colored line followed by the label names separated by slashes (/).</li> </ul>
<b>Update</b>	<p>Select a label in the table, make the appropriate changes, and click <b>Update</b> to update the changes.</p> <p><b>Note:</b> You can select more than one label in the table, but you cannot edit more than one label at a time.</p>

### Table Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Color</b>	The color of the target line. A colored line appears next to the target line label in the chart legend.

GUI Element (A-Z)	Description
<b>Label</b>	The name of the target line as it appears in the chart legend. The labels are listed in chronological order.
<b>Value</b>	The value of the target line. It indicates the position of the target line on the Y-axis. The value appears in a tooltip when you move the mouse over the target line.

### Scaling Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<b>Auto Scale</b>	The scale of the Y-axis is evenly distributed between the minimum and maximum values of the measurements selected in the Select Measurement page.
<b>Start Chart at 0</b>	The minimum value on the Y-axis is 0 and the maximum value is the maximum value of the measurements selected in the Select Measurement page.



## Troubleshooting and Limitations

This section includes the Service Report troubleshooting and limitations.

When creating a Service Report, the following limitations apply:

► **General:**

- 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.

► **Select a Data Source page:**

- You cannot use both the **Business Process Insight data** and the **TransactionVision data** data sources.
- You can only use the **Service Level Management - SLA Status data** data source with the **Service Level Management - SLA KPI data** data source.

► **Select Dimensions page:**

- 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.

► **Select Measurements page:**

- 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 “Impact of the Dimensions/Measurement Selection on the Report Structure” on page 132.
- You cannot combine, in a report, an aggregated measurement with calculated measurements, or an aggregated measurement with regular measurements.
- When you select the **Line/Bar/Stacked Bar/Area** chart type, and you do not move a dimension to the **Series** box in the Select Dimensions page, you can select more than one measurement in the Select Measurements page.

- ▶ When you select the **Line/Bar/Stacked Bar/Area** chart type and two measurements, the left Y-axis displays the first selected measurement scale and the right Y-axis displays the second selected measurement scale if the measurement units are different.
- ▶ When you select the **Line/Bar/Stacked Bar/Area** chart type and more than two measurements, a **Line/Bar/Stacked Bar/Area** chart is displayed for each measurement separately.
- ▶ When you use a **Pie** chart and you select several measurements , the report displays a separate pie chart corresponding for each selected measurement.
- ▶ **Creating New Measurements:**
  - ▶ 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 “Create Measurement Dialog Box” on page 207.
  - ▶ 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

► **Select Dimension Filters page:**

- 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.



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# Index

## A

- access
  - configure access to module 22, 23
- Add a User's Pages to Module dialog box 47
- Add Portlets dialog box 45
- Add Portlets to <page\_name> dialog box 45
- Add WSRP Producer dialog box 48
- administrator tasks in My BAC 19
- aggregated functions 209
- authenticated URL for WSRP 21, 32
- authenticated WSRP URL 21, 32

## B

- BPI Data source
  - measurements and dimensions 176
- Business Process Diagram 49
- Business Process Insight
  - portlets 49

## C

- calculated measurement
  - create with Status function 137
- category
  - portlets 103
- Change Portlet Title dialog box 101
- CMDB portlets
  - set up 20, 28, 30
- Configure <module\_name> page 52
- Configure Modules dialog box 50
- Configure Portlet Definitions dialog box 59
- Create Measurement dialog box 207
- Create Module page 66
- Create WSRP URL dialog box 67
- custom Java portlet
  - deploy external 21, 33

- customized measurement
  - create 157

## D

- Dashboard KPIs
  - data source map 174
- data source
  - BPI Data 176
  - Dashboard KPIs data 174
  - HP TransactionVision Data 183
  - Over Time Additional Data 182
  - Service Level Management - SLA KPI Data 168
  - Service Level Management - SLA Status Data 172
- default module
  - My BAC 17
- dimensions
  - overview 131
  - Service Report 130
- DSiscovery Job Errors Report dialog box 69
- DSiscovery Job Statistics Report dialog box 70

## E

- Edit Chart Properties dialog box 213
- Edit Favorite dialog box 96
- Edit Group dialog box 70
- Edit Page dialog box 71
- Edit Preferences <portlet\_name> dialog box 75
- Edit WSRP Producer dialog box 48
- Export My BAC Objects dialog box 84
- external custom Java portlets
  - deploy 21, 33

## Index

### F

- Flash in Service Report 143
- functions
  - aggregated 209
  - parameters 211

### G

- groups
  - create 22, 23, 24, 39

### H

- HP Business Process Insight
  - portlets 49
- HP TransactionVision
  - data source for Service Report 183
- HP TransactionVision Data source
  - map 183
- HTML
  - portlet 21, 43

### I

- Import My BAC Objects dialog box 86
- Import Portlet Definition wizard 87
- IPlanet
  - WSRP on Solaris 21

### J

- Java and WSRP Portlets 14
- Java portlet 14
- Java portlets
  - deploy external custom 21, 33

### L

- licenses
  - My BAC 20
- limitations
  - My BAC 124
  - Service Report 217

### M

- Manage Categories dialog box 95

- Manage Favorites page 96
- Manager WSRP Producers page 89
- measurements
  - overview 131
  - Service Report 130
- module tree
  - working with 16
- modules
  - create 22, 23, 24
  - export 22
  - set up 22, 23
- My BAC 58
  - administration overview 13
  - application 11
  - application overview 14
  - default module 17
  - licenses 20
  - troubleshooting and limitations 124
- My BAC Page 98
- My BAC portal
  - overview 12
  - personalize 39

### N

- New Favorite dialog box 97

### O

- Over Time Additional Data source
  - map 182

### P

- Page Rotation dialog box 102
- page tree
  - working with 16
- pages
  - add to group 39, 40
  - add to module 22, 23, 27
  - add to My BAC portal 39
  - add to portal 39
  - change order in module 28
  - create group 39
  - create group of 40
  - manage in My BAC portal 39
  - manage in portal 40

- portlet
    - edit or customize 29
    - filter display 30
  - portlet categories
    - manage 21
  - portlet definition
    - configure 21
    - import 20
  - Portlet Privilege dialog box 116
  - portlets
    - add to page 22, 23, 28
    - Business Process Insight 49
    - CMDB 20, 30
    - customize in page 29
    - customize portlets in page 22, 23
    - definition 14
    - edit/customize 22, 23
    - export 22
    - filter display 22, 23
    - HTML 21, 43
    - Java 14
    - list of available portlets 103
    - manage in portal 39, 40
    - RSS 117
    - Status Snapshot 118
    - Welcome to My BAC Application 124
    - WSRP 14
  - portlets category 103
  - pre-authenticated WSRP URL 20
- R**
- reports
    - granularity 78
    - impact of dimensions/measurements
      - selection 132
    - impact of selection type 132
    - Service Report 129
    - time range 78
  - RSS portlets 117
    - add to page 29
- S**
- Select a Data Source page 166
  - Select Dimensions page 187
  - Select Measurements page 200
  - Select Report Type page 164
  - Select the Dimension Filters page 203
  - selection type
    - single or multi 132
  - Service Level Management
    - data source for Service Report 168, 172
  - Service Report 129, 161
    - configure in My BAC 142
    - configure in Report Manager 147
    - configure scenario 149
    - dimensions and measurements
      - overview 131
    - Flash 143, 148
    - formats 134
    - overview 130
    - tips and tricks 139
    - troubleshooting and limitations 217
  - Service Report Builder wizard 162
  - Service Report Properties page 163
  - SLA KPI Data source 168
  - SLA Status Data source
    - map 172
  - Solaris 21
  - sound
    - status alert 23, 30
  - Status
    - function 137
  - status alert
    - change sound 23, 30
  - Status Snapshot portlets 118
  - Summary Page 206
  - Summary page 206
- T**
- Tree of Modules or Page 123
  - troubleshooting
    - My BAC 124
    - Service Report 217
  - types of access 58

## Index

### **U**

URL 21, 32

WSRP 20

user pages

add to module 27

user's pages

add to module 22, 23

users

create 22, 23, 24

Users or Groups dialog box 123

### **W**

web server

IPlanet 21

Welcome to My BAC Application

portlet 124

WSRP

on Solaris with IPlanet web server 21

portlet 14

WSRP portlet with IPlanet web server 21

WSRP URL 20

authenticated 21, 32