

HP Service Health Reporter

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Handbook of Reports

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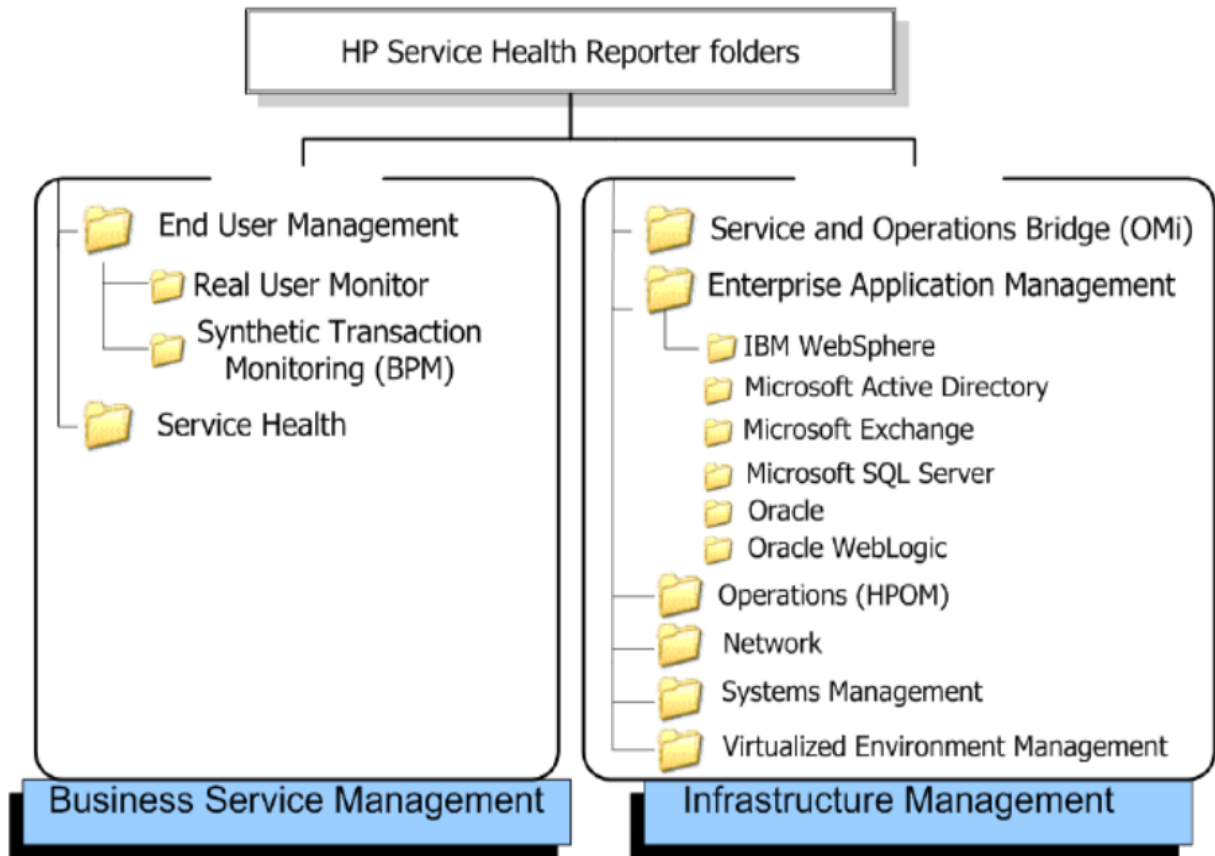
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Chapter 1: Introduction

This document provides an overview of all the reports available in HP Service Health Reporter (SHR), which are divided into two broad categories:

- Business Service Management
- Infrastructure Management

The following image shows the supported list of reports folders under both these categories:



New reports

The following are the new reports in *HP Service Health Reporter 9.40*.

- RUM Application Availability
- BPM Application Availability
- WebSphere Server Availability

- DC Availability Details
- MSSQL Instance Availability
- Database Oracle Instance Availability
- WebLogic Server Availability
- SM System Availability
- Node Resource Performance
- NRT Resource Utilization
- Resource Utilization - Trend
- OMi Event Forecast Summary
- Exchange Serve Availability
- Network Node Availability

Chapter 2: Business Service Management

The Business Service Management category contains reports on end-user monitoring, both real time and simulated. It also has reports that indicate the health of a service based on the status of associated KPIs and HIs.

Real User Monitor (RUM)

The RUM reports use the historical data collected from the Profile database and provide both end-user and system-initiated network traffic data between client machines and servers. The reports also display data about the end-user groups and server sessions, the performance of the business applications accessed by the end-user groups, and the errors encountered over a period of time.

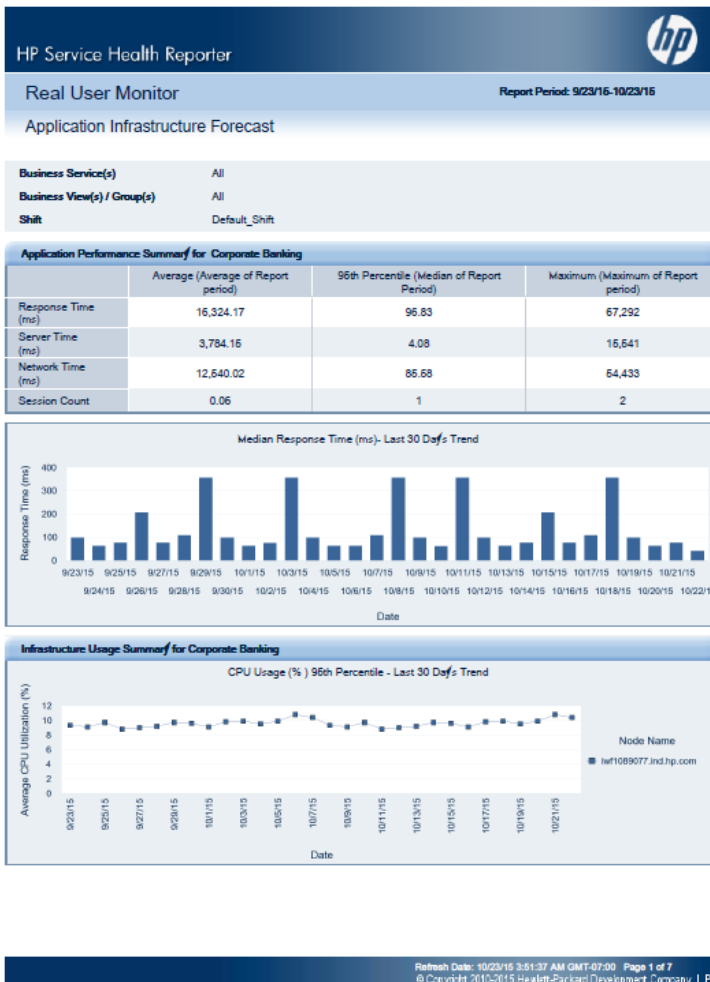
Reports

This section describes the following RUM reports:

Executive Summary Reports

RUM Application Infrastructure Forecast

Displays the application summary information such as response time, server time, network time, and session counts for the selected business application and the infrastructure usage of the node hosting the business application over a period of 30 days. This report also forecasts the CPU, memory, and file system usage by the business application for the next 30, 60, and 90 days.



RUM Application Infrastructure Summary

Displays statistical and graphical information about resource utilization (CPU, memory) of the node on which the business application is running, and the availability and response times of the selected business applications. This is a cross-domain report that displays System Performance data for the RUM monitored systems that are hosting the business applications.

RUM Application Session Summary

Displays a list of the top five and bottom five business applications with the highest and lowest session events based on the historical data collected from RUM.

RUM Application Top N Infrastructure Usage

Displays a list of the top and bottom N business application with the best and worst response times respectively, based on the historical real data collected from RUM. The number of applications to be displayed can be provided as input to the report. This is a cross-domain report that displays System Performance data for the nodes that are hosting the Business Applications.

RUM Service Infrastructure Summary

Provides statistical and graphical information about resource utilization (CPU, memory) of the node on which the business application is running, and the availability and response times of the selected

business applications. It also displays the status of the KPIs associated with the selected business service. This is a cross-domain report that displays Business service health for the selected business service along with System Performance data for the RUM monitored systems that are hosting the business applications.

RUM Top N Nodes

Displays a list of the top N nodes based on the number of bytes handled by the node over a specific period of time. It also provides information on total requests, connections and average latency of application(s) on the nodes. The number of nodes to be displayed can be provided as an input to the report.

RUM Network Usage

Provides a graphical representation of the network usage of the business application, the number of requests and latency of the node, the traffic throughput for the applications on the node, the response time for all requests from the nodes, and the number of connections that were reset and timed out over a given period of time.



RUM Application Availability

Displays the availability details of the RUM application, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Analysis Reports

RUM Application Performance Detail

Provides a graphical view of a selected business application's performance such as response time and session count, and the resource utilization of the node over a specific period of time for the selected business applications. This is a cross-domain report that displays System Performance data for the nodes that are hosting the application.



RUM End User Groups and Location Experience

Displays a list of the top five and bottom five end-user groups and locations based on the historical synthetic and actual data collected from BPM and RUM, respectively.

RUM Top 5 Actions

Displays the top and bottom five actions based on availability, the top and bottom five software elements based on the number of hits, and the top five and bottom five nodes based on the CPU usage.

This is a cross-domain report that displays system performance metric data for the nodes that are hosting the business application.

RUM Top 10 Broken Links

Displays the top ten business applications with the highest number of broken link events generated.

Synthetic Transaction Monitoring

The Synthetic Transaction Monitoring (BPM) reports show both summarized and detailed information about the performance, availability, and status of BPM transactions.

Reports

This section describes the following BPM reports:

Executive Summary Reports

BPM Application Summary

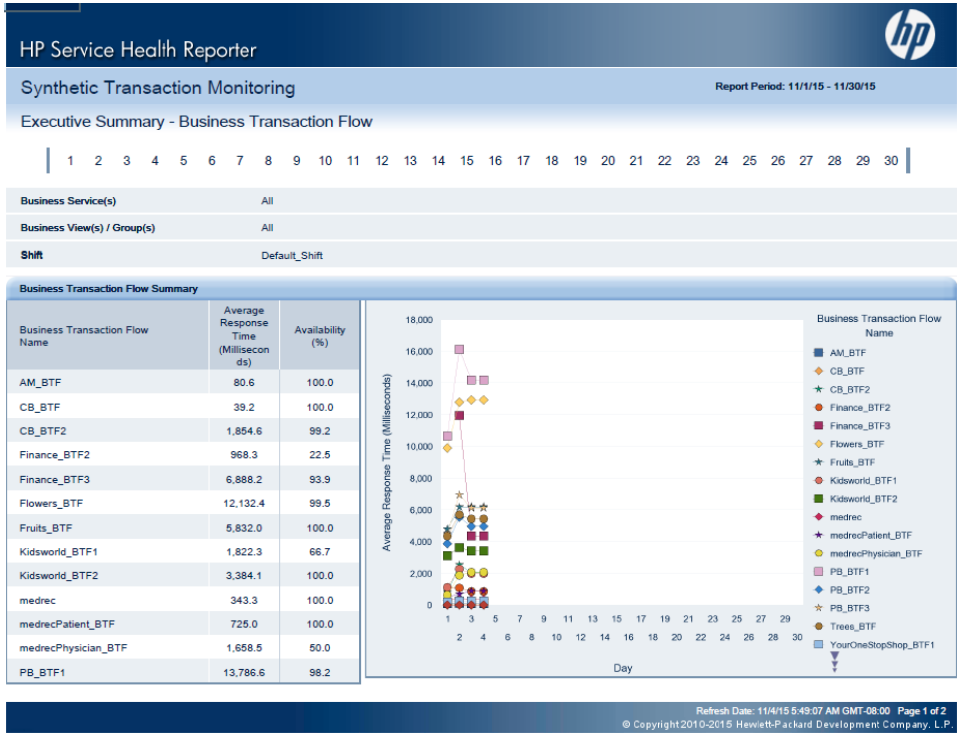
Provides the complete overview of the performance and availability of the selected business applications along with the performance of the transactions for these applications during the specified period of time.

BPM Error Summary

Provides a consolidated view of all the errors that occurred for the selected business applications during the specified period of time. This report also displays the error count details for each application, business transaction flow, business transaction, location, and end-user group.

BPM Executive Summary

Displays the response time (in milliseconds) and availability (in percentage) of all the business applications, business transaction flows, location summary, and end-user groups during the specified period of time.



BPM Top 5 Instances

Displays the top and bottom five business applications, business transaction flows, locations, and end-user groups based on either availability percentage or response time for the specified period of time.

BPM Application Availability

Displays the availability details of the BPM application, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

HP Service Health Reporter																									
Synthetic Transaction Monitoring																						Report Period: 10/1/15 - 10/31/15			
Application Availability																									
Business Service(s)		All																							
Business View(s) / Group(s)		All																							
Shift		Default_Shift								Location Name								All							
Business Application Name		Corporate Banking																							
Average Availability %																									
Date	Hour	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
10/1/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	99	98	92	96	100	100	100	100	100	100
10/2/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	98	100	100	100	100	100	100	100
10/3/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	93	93	93
10/4/2015		88	88	92	96	96	92	92	96	100	88	92	96	92	88	83	92	88	92	96	92	96	92	96	92
10/5/2015		100	96	92	88	88	92	96	92	84	92	88	88	88	88	88	92	92	92	100	100	100	100	100	100
10/6/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	92	92	100	88	96	92	100	100	100	100
10/7/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	98	96	100	100	100	100	100	100	100	100
10/8/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	98	96	88	100	100	100	100	100	100
10/9/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	96	96	100	100	100	100	100	100	100
10/10/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
10/11/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
10/12/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	96	83	96	92	92	96	96	100	100	100	100
10/13/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	92	96	96	100	96	100	100	100	100	100	100
10/14/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
10/15/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	92	92	96	100	100	100	100	100	100	100
10/16/2015		100	100	100	100	100	100	100	100	100	100	100	100	100	100	88	92	88	100	100	100	100	100	100	100

Refresh Date: 10/23/15 4:25:22 AM GMT-07:00 Page 3 of 16
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Performance Reports

BPM Network Analysis

Displays the network analysis for the transactions of the selected business applications during the specified period of time based on the data gathered by WebTrace.

BPM Performance Summary

Displays the average response time and fail count (in percentage) of the selected business applications, business transaction flows, end-user groups, and locations for the selected time period.

BPM Transaction Analysis

Displays consolidated and in-depth information about the performance and availability of the business transactions (of a particular business application) run over the selected time period.

Service Health

The Service Health Reports provide an overview of the overall health of the Business Service and the summary of the Key Performance Indicators (KPIs) for each of the Configuration Items (CIs).

Reports

This section describes the following Service Health reports:

KPI Overview

Displays the KPI status for the CIs belonging to the selected CI types for a given period of time. Additionally, it displays the KPI status of the CI as on the last day for which data is collected.



Health Indicator Overview

Displays the Health Indicator (HI) status for the selected CI type over the previous month. Additionally, it displays the HI status for the previous day.

Top N CI by KPI

Displays the top N (5,10, 15) CIs based on the highest duration, in percentage, spent in critical status for a given KPI and business view(s).

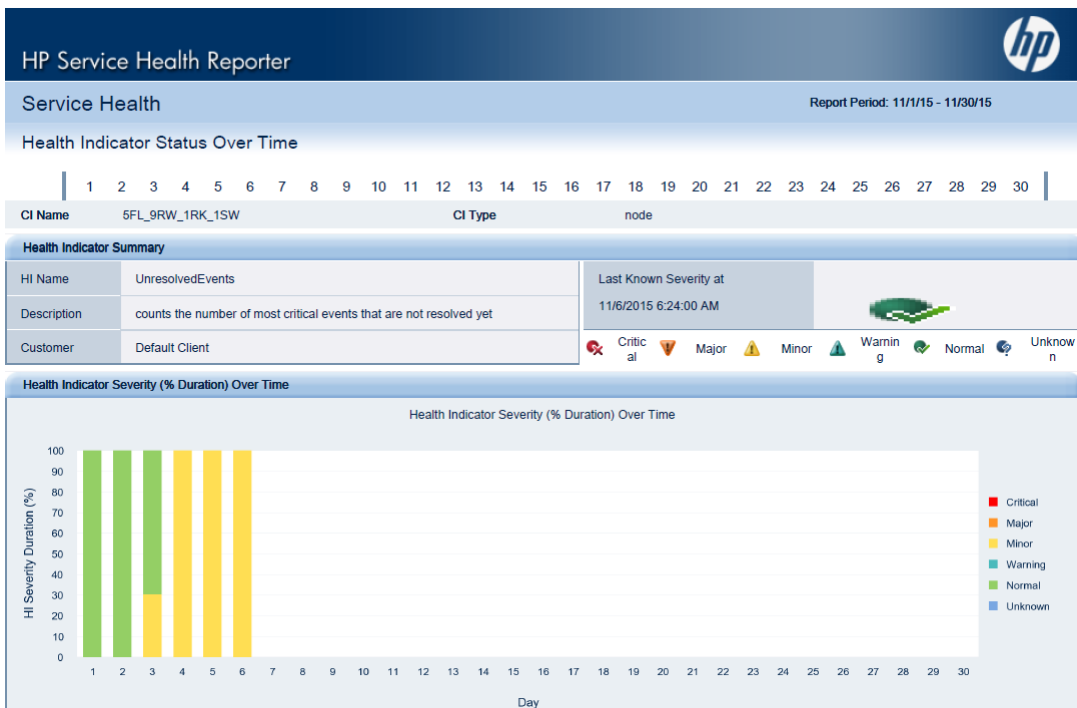
Top N Domains by KPI

Displays the Top N (3, 5, 10) domains based on the highest duration, in percentage, spent in critical status by availability and performance KPIs of the top level CIs belonging to a domain. A domain is defined as a group of out of the box views. For example, "System Management" domain will represent the views used to get SiteScope and Operations Agent monitored nodes. The duration of availability and performance KPIs in critical status for a domain is calculated based on the top CIs in the views that belong to the domain.

Service health trend Reports

Health Indicator Status Over Time

Displays the status of HI(s) over a period of time for selected list of CIs.



KPI Status Over Time

Displays the status of KPI(s) over a period of time for selected list of CIs.

Chapter 3: Infrastructure Management

The Infrastructure Management category contains information about the IT infrastructure underlying the business services.

Enterprise Application Management

Enterprise Application Management folder contains reports related to enterprise applications like Oracle WebLogic, IBM WebSphere, Microsoft Active Directory, Microsoft Exchange Server, Microsoft SQL Server and Oracle Database.

IBM Websphere

The IBM WebSphere reports display the availability, utilization, and performance information about the IBM WebSphere servers underlying the Business Services.

Reports

This section describes the following IBM WebSphere reports:

Executive Summary Reports

WebSphere Top N Summary

Displays the top N (5,10) JEE server instances based on the Java Virtual Machine (JVM) memory utilization percentage, thread pool utilization percentage, EJB utilization percentage, and JDBC utilization percentage over a selected period of time for selected business service.

WebSphere Servlet Performance Overview

Displays the number of requests per second and the execution time in milliseconds, of all the servlets, for a given system and JEE server over a selected period of time.


HP Service Health Reporter

Application Server - WebSphere
Report Period: 11/1/15 - 11/30/15

Servlet Performance Overview

| 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 |

Business Service(s)	All		
Business View(s) / Group(s)	All		
Shift	Default_Shift	Location	All
Node Name	iwR041043.ind.hp.com	JeeServer Full Name	Kidsworld

Servlet Performance Overview

Servlet Name	Response Time (ms)		Request Rate (Per Sec)	
	Average	Maximum	Average	Maximum
AccountServlet	2.18	23.21	0	0
/addAlbum.jsp	0.22	1.7	0.02	0.09
/admin.jsp	0.08	1.93	0	0
/AlbumCatalog.jsp	0	0	0.09	0.62
AlbumCatalogServlet	8.17	16.16	0.08	0.62
/cart.jsp	0.89	1.9	0	0
/commitAlbums.jsp	0.32	4.99	0.03	0.17
/displayAlbums.jsp	2.69	4.88	0	0
/displayBandAlbums.jsp	0.39	3.2	0	0
/displayBands.jsp	0.1	1.43	0.04	0.26
ImageServlet	5.2	6.94	0.02	0.03
/login.jsp	0.06	2.74	0	0
/product.jsp	0.11	0.62	0	0
/shopping.jsp	0.12	0.66	0	0
ShoppingServlet	12.68	16.26	0.01	0.01
TradeLoginServlet	212.27	271.93	0	0.01
/tradingSimulator.jsp	0.21	2.39	0	0.01

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WebSphere Thread Pool Performance Overview

Displays the number of concurrently active threads and the total number of threads in all thread pools for a selected system and JEE instance.

WebSphere Executive Summary

A cross-domain report that contains system information about the WebSphere servers and the nodes on which they are running. It gives the inventory information about the nodes, the capacity usage, and the Grade of Service (GoS) summary of the nodes. It also displays the severity of the incoming messages from the WebSphere nodes. Additionally, it displays the forecast information for the node over the next 30 days.

WebSphere Server Availability

Displays information about the average availability of the WebSphere server that are running on selected node over a period of time. It also displays the availability details of the WebSphere server, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

WebSphere Servlet Performance Details

Displays the number of requests per second and the time taken to respond to those requests for servlets hosted on the selected system and JEE server over a selected period of time.



WebSphere Server Availability Details

Displays the amount of time the selected server was up and running, the amount of time it was down, and the unknown time for the server present on the selected node. Displays the availability details of the WebSphere server, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

WebSphere Transaction Performance Details

Displays the performance of transactions for a selected system and JEE server instance with respect to commit rate, rollback rate and time out rate over a selected period of time.

WebSphere JVM Utilization Details

Displays the free heap space and memory utilized by the JVM of selected system and JEE server over a selected period of time.

WebSphere JDBC Pool Throughput and Wait Time Details

Displays the number of connections successfully allocated per second and the amount of time that a client had to wait for a connection from the selected JDBC connection pool during the selected period of time.

WebSphere JDBC Utilization Details

Displays the percentage of connections from the connection pool that are being used for a selected system and JEE server instance over a selected period of time.

WebSphere EJB Performance Details

Displays the number of EJB method calls made per minute, the time taken by the EJB pools (in milliseconds) to respond to the call, the percentage of time for a call to retrieve an EJB from the pool failed, and the average size of the EJB pool over a selected period of time.

Microsoft Active Directory

The Microsoft Active Directory reports provide information about the data consistency across all Domain Controllers (DC), Global Catalog (GC) replication time and replication status, Flexible Single Master Operation (FSMO) role transfer status for each role master, CPU, memory, Directory Information Tree (DIT) disk and log file disk, utilization details for all DCs.

Reports

This section describes the following Microsoft Active Directory reports:


Executive Summary Reports

AD Availability

Displays the availability details of the domains for the selected DCs for a given Business Service or Business View/Node group.

FSMO Role Holder

Displays information about the success or failure of the FSMO role movement between different DCs over for a specific time period for a given Business Service or Business View/Node group.

HP Service Health Reporter 

Active Directory Report Period: 10/1/15 - 10/31/15

FSMO Role Holder

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Domain Controller Name	FSMO Role Name	Time Stamp	Status
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/22/2016 8:25:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 12:06:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 1:06:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 4:45:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 6:45:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 9:25:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 10:25:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 2:05:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 3:05:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 6:45:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 7:45:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/23/2016 11:25:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 12:25:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 4:05:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 6:05:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 8:45:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 9:45:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 1:25:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 2:25:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 6:05:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 7:05:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 10:45:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/24/2016 11:45:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/25/2016 3:25:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/25/2016 4:25:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/25/2016 8:05:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/25/2016 9:05:00 AM	LOST

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The following image displays cross launch option:

HP Service Health Reporter 

Active Directory Report Period: 10/1/15 - 10/31/15 ?

FSMO Role Holder

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Shift Name: Default_Shift Location: All

Domain Controller Name	FSMO Role Name	Time Stamp	Status
iwf1089074.ind.hp.com	DC Capacity	10/15/2015 12:45:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DC Health	10/15/2015 1:45:00 AM	LOST
iwf1089074.ind.hp.com	AD Availability	10/15/2015 5:25:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DC GC Replication Delay	10/15/2015 6:25:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/15/2015 10:05:00 AM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/15/2015 11:05:00 AM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/15/2015 2:45:00 PM	ACQUIRED
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/15/2015 3:45:00 PM	LOST
iwf1089074.ind.hp.com	DOMAIN NAMING MASTER	10/15/2015 7:25:00 PM	ACQUIRED

Performance Reports

DC - GC Replication Delay

Displays a summary of the delay time for the replication between DC-to-GC servers.

DC Capacity

Displays the CPU, memory, and log file memory capacity for the selected DCs running on active directory service, over selected period of time.



DC Health

Enables to explore health of the DC by trending replication latency, CPU and memory usage of LSASS process over selected period of time.

DC Availability Details

Displays the availability details such as up time, down time, unknown time, planned downtime, and excused downtime for the selected DCs for a given Business Service or Business View/Node group.

Adhoc

AD Adhoc Comparison

Enables to compare selected DCs based on Disk Queue length, DIT disk space, logfile queue length, logfile disk space and replication latency over selected period of time.

Microsoft Exchange

The Microsoft Exchange reports provide the performance details about the Edge Transport server, Hub Transport server, the mailboxes, public folders, Active Directory sites on which the Edge Transport and Hub Transport servers are running, and Exchange Site servers.

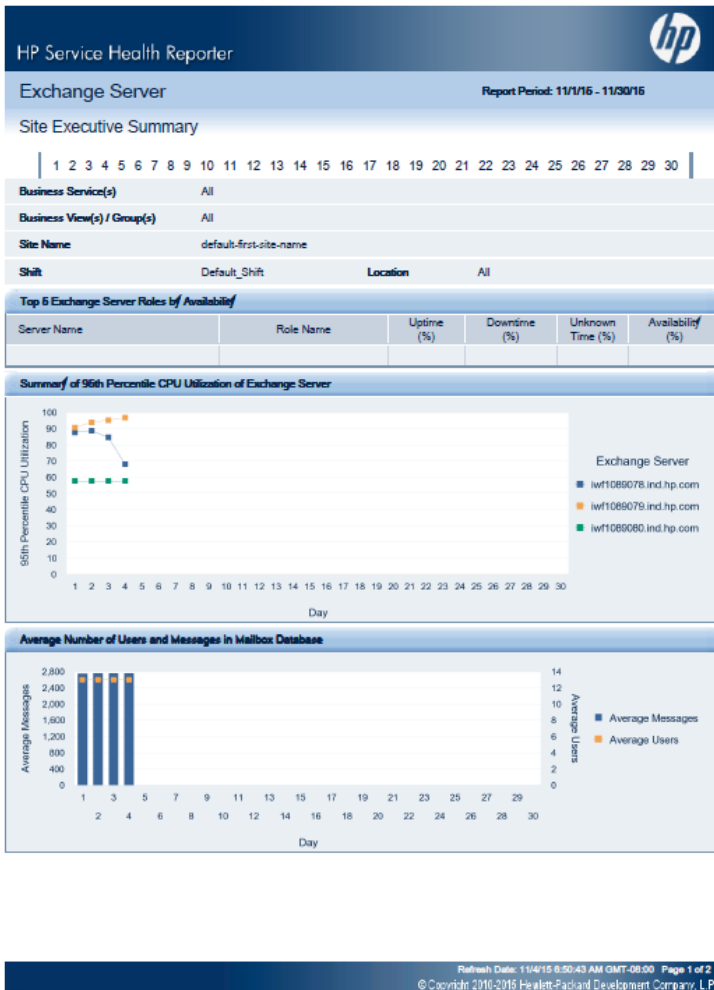
Reports

This section describes the following Microsoft Exchange reports:

Executive Summary Reports

Exchange Site Executive Summary

Displays details about the number of users and messages, client access details, delivery notification, and SMTP utilization for a selected site.



Exchange Source and Destination Mails Comparison

Provides a comparison between the number of messages sent and received internally and the number of bytes sent and received externally for a selected list of exchange servers over selected period of time.

Exchange Top N Mail Senders and Recipients

Displays the list of top N (5, 10) message senders and receivers on specified server(s) over selected period of time.

Exchange Top N MailBox

Displays the list of the top N (5, 10) mailboxes sorted by their size, belonging to specified server(s) or site(s) for a selected period of time.

Exchange Top N PubFolder

Displays the list of the top N (5, 10) public folders sorted by their size, belonging to specified server(s) or site(s) for a selected period of time.

Exchange MailServer Summary

Displays the database summary, the user summary, and the message count summary for all the mailboxes and public folders belonging to specified server(s) or site(s) for a selected period of time.

Exchange Server Availability

Displays the availability details of the exchange mail server, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

Exchange MailBox Details

Displays the mailbox size details and the sent and delivered messages details of selected mailbox(es) for a selected period of time.

Exchange MailBox Usage

Displays the space usage details of the mailbox and public folder of selected mail server(s) for a selected period of time.

Exchange PubFolder Details

Displays the public folder size, and sent and delivered messages details of selected public folders for a selected period of time.



Exchange HubTransport SMTP and DSN Details

Displays the connection details of the SMTP server and the number of failed and delayed Delivery Status Notifications(DSN) sent by the server to the sender for selected exchange server(s) over a period of time.

Exchange EdgeTransport SMTP Details

Displays the number of SMTP bytes and messages sent and received and the total number of inbound and outbound SMTP connections to selected exchange server(s) over a period of time.

Exchange EdgeTransport Queue Details

Displays the number of messages in each queue of the selected Exchange Edge Transport server(s) over time.

Microsoft SQL Server

The Microsoft SQL Server reports display the performance, health, and resource requirement information for the SQL server databases and the instances that are running on these database servers.

Reports

This section describes the following Microsoft SQL Server reports:

Executive Summary Reports

MSSQL Performance Summary

Provides information about the key performance metrics of SQL server instances and the nodes hosting them for selected business service(s) over a period of time.

MSSQL Table Space Usage Top N

Provides comparative information about the top N (5, 10) tables with the lowest available space in the selected node, the SQL server instance, and the SQL server database(s).

HP Service Health Reporter
 Database - MS SQL
 Report Period: 10/1/15 - 10/31/15
 Table Space Usage Top N

Business Service(s): All
 Business View(s)/ Group(s): All
 Node Name: iwftold16.ind.hp.com Instance Name: iwftold16\SQLSERVER_109
 Database Name: BSM91
 Shift: Default_Shift Location: All

Table Name	Space Allocated (MB)	Free Space (MB)	Space Used (MB)	Free Space (%)	Database Name
BSM91_ofsallocunits	0.02	0	0.02	0	BSM91
BSM91_ofsblobjs	0.03	0	0.03	0	BSM91
BSM91_ofsclobjs	0.03	0	0.03	0	BSM91
BSM91_ofsfiles	0.02	0	0.02	0	BSM91
BSM91_ofsfiles1	0.02	0	0.02	0	BSM91
BSM91_ofshobcolumns	0.05	0	0.05	0	BSM91
BSM91_ofshobts	0.02	0	0.02	0	BSM91
BSM91_ofsidxstats	0.03	0	0.03	0	BSM91
BSM91_ofsiscols	0.02	0	0.02	0	BSM91
BSM91_ofsmultobjrefs	0.03	0	0.03	0	BSM91
BSM91_ofsobjjs	0.03	0	0.03	0	BSM91
BSM91_ofsowners	0.05	0	0.05	0	BSM91
BSM91_ofsprivs	0.02	0	0.02	0	BSM91
BSM91_ofsqnames	0.03	0	0.03	0	BSM91
BSM91_ofsrowsetcolumns	0.05	0	0.05	0	BSM91
BSM91_ofsrowsets	0.02	0	0.02	0	BSM91
BSM91_ofsfts	0.05	0	0.05	0	BSM91
BSM91_ofscalartypes	0.05	0	0.05	0	BSM91
BSM91_ofschobjjs	0.06	0	0.06	0	BSM91
BSM91_ofserefs	0.02	0	0.02	0	BSM91
BSM91_ofsingleobjrefs	0.03	0	0.03	0	BSM91
BSM91_ofsxmlcomponent	0.03	0	0.03	0	BSM91

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MSSQL Database and Virtual Device Space Usage Top N

Lists the top N (5, 10) SQL server databases and virtual devices based on the free space availability for selected node(s).

MSSQL Instance Availability

Provides information about the availability of the database instances that are running on selected node over a period of time. Displays the availability details of Microsoft SQL instances, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

MSSQL Database Input and Output Statistics

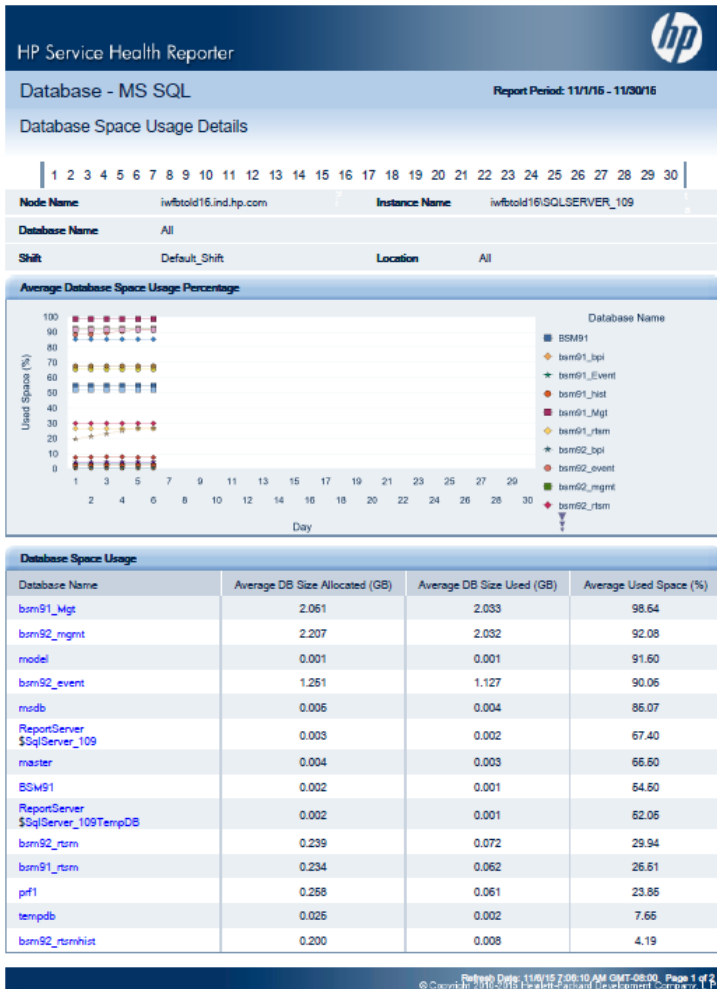
Provides information about the outstanding read and write rates of a database instance for selected node and SQL server instance over a period of time.

MSSQL Server Transaction Summary

Provides a summary of the transaction details for selected node and SQL server instance over a period of time.

MSSQL Database Space Usage Details

Displays the space utilization of a SQL server database for selected node and SQL Server instance over a period of time.



MSSQL Database Table Space Usage Details

Displays the aggregated amount of space used by a tablespace on selected node, SQL Server instance, and database over a period of time.

MSSQL Virtual Device Space Usage Details

Provides information about the space utilized by virtual devices running on selected node and SQL Server instance over a period of time.

MSSQL Users Connection Summary

Provides information about the user connections to a database instance for selected node and SQL server instance over a period of time.

MSSQL Database Locks Summary

Provides a summary of the database locks usage by a SQL server database for selected node and SQL server instance over a period of time.

MSSQL Database Performance Summary

Provides information about the key database performance metrics for selected node and SQL server instance over period of time.

MSSQL Instance Availability Details

Provides information about the availability of the database instances that are running on selected node over a period of time. Displays the availability details of Microsoft SQL instances, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Oracle

The Oracle reports display performance, health, and resource requirement information for the Oracle database servers that are available in an IT environment and the instances running on these database servers.

Reports

This section describes the following Oracle reports:

Executive Summary Reports

Database Oracle Executive Summary

Displays the availability and memory pressure of Oracle instances for a given business service. It also graphs the average memory and CPU utilization of nodes that host the Oracle instances.

Database Oracle Top 10 Instances and Tablespaces

Displays the top 10 Oracle tablespaces based on the available free space and the tablespace input or output. It also displays the top and bottom 10 Oracle instances based on their up time and the free space available.

HP Service Health Reporter

Database Oracle
Report Period: 10/1/16 - 10/31/16

Top 10 Instances and Tablespaces

| 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 |

Business Service(s) All

Business View(s) / Group(s) All

Shift Default_Shift **Location** All

Top 10 Instances based on Least UpTime Percentage

Instance Name	Up Time %	Down Time %	Unknown Time %	Node Name
Finance	99.98	0	0.02	iwf1088166.ind.hp.com
PersonalBankingDev	99.98	0	0.02	iwfvm90044.hpswlabr.adapps.hp.com
AbsenceMgmt	99.98	0	0.02	iwf1088166.ind.hp.com
CorporateBankingDev	99.98	0	0.02	iwfvm90044.hpswlabr.adapps.hp.com
Payroll	99.98	0	0.02	iwf0041060.ind.hp.com
PersonalBanking	99.98	0	0.02	iwf0041043.ind.hp.com
CorporateBanking	100	0	0	qald1-10.ind.hp.com
Kidsworld	100	0	0	iwf1088160.ind.hp.com
MobileBanking	100	0	0	iwf1089077.ind.hp.com
YourOneStopShop	100	0	0	iwfvm00602.hpswlabr.adapps.hp.com

Top 10 Instances based on Least Free Space

Instance Name	Free Space (MB)	Used Space %	Node Name
CorporateBanking	79.86	92.39	qald1-10.ind.hp.com
Kidsworld	79.86	92.39	iwf1088160.ind.hp.com
MobileBanking	79.86	92.39	iwf1089077.ind.hp.com
YourOneStopShop	79.86	92.39	iwfvm00602.hpswlabr.adapps.hp.com
Finance	293.95	76.05	iwf1088166.ind.hp.com
PersonalBankingDev	293.95	76.05	iwfvm90044.hpswlabr.adapps.hp.com
AbsenceMgmt	6,626.21	18.75	iwf1088166.ind.hp.com
CorporateBankingDev	6,626.21	18.75	iwfvm90044.hpswlabr.adapps.hp.com
Payroll	6,626.21	18.74	iwf0041060.ind.hp.com
PersonalBanking	6,626.21	18.74	iwf0041043.ind.hp.com

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Database Oracle Top 5 Instances Load and Efficiency

Displays the five busiest Oracle instances and the five Oracle instances that are facing the highest performance problems for selected business service.

Database Oracle Instance Availability

Provides information about the availability of the database instances that are running on selected node over a period of time. Displays the availability details of Oracle instances, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

Database Oracle Instance Availability Detail

Displays the availability of specified instance that is running on selected node for a given time period. Displays the availability details of Oracle instances, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Database Oracle Instance Space Utilization Details

Displays the total amount of space used by all the Oracle instances that are running on selected Oracle node(s).

Database Oracle TableSpace Space Utilization Detail

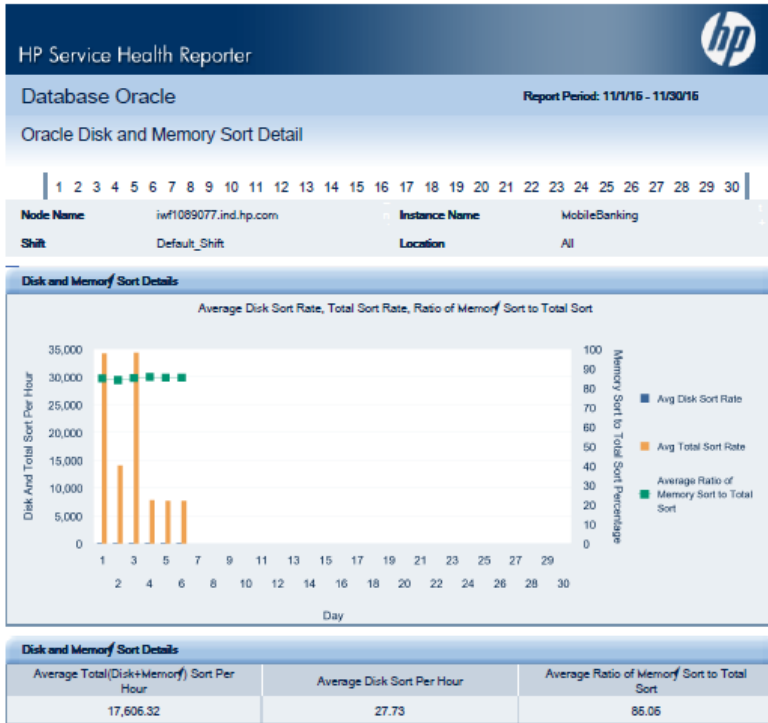
Displays the aggregated amount of space for the selected tablespaces running on instances of specific Oracle node.

Database Oracle TableSpace Detail

Displays the average tablespace utilization for the selected instance running on specified node.

Database Oracle Disk and Memory Sort Detail

Displays the disk sort and memory sort rates for the selected instance that is running on a selected Oracle node.



Database Oracle Shared Pool and Cached Performance Detail

Displays the health and performance of the Oracle shared pool and cache for the selected instance running on a specific Oracle node.

Database Oracle Segment Detail

Displays the performance of the extents and segments available for the selected instance that are running on a specific Oracle node.



Database Oracle Archive Device detail

Displays the archive device utilization for the selected instance that is running on the selected node and instance.

Database Oracle SQL Performance Detail

Displays the SQL performances of the specific instances running on a selected Oracle node. One can use the report to analyze the SQL performance for each instance and preserve SQL efficiency for varying transaction loads.

Oracle WebLogic

The Oracle WebLogic reports provide information on the processes, health, and availability of the Oracle WebLogic servers underlying the Business Service.

Reports

This section describes the following Oracle WebLogic reports:

Executive Summary Reports

WebLogic Servlet Performance Summary

Displays the number of requests per second and execution time in milliseconds, of all the servlets, for a given system and JEE server over a selected period of time.

WebLogic Top N Summary

Displays the lists of the top N (5, 10) systems based on JVM memory utilization percentage, execute queue wait count, JDBC delay time, and EJB wait rate.

WebLogic JDBC Connection Pool Summary

Displays the top and bottom five JDBC connection pools based on the average delay time, leak rate, average utilization percentage, and the average throughput rate.

HP Service Health Reporter

Application Server - WebLogic Report Period: 10/1/16 - 10/31/16

Java Database Connectivity (JDBC) Connection Pool Summary

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Business Service(s)	All		
Business View(s) / Group(s)	All		
Shift	Default_Shift	Location	All
Node Name	iwf0041041.ind.hp.com	JeeServer Name	SHRRDServer

Top 5 JDBC Connection Pool by Average Delay Time	
JDBC Pool Name	Average Delay Time (ms)
examples-demoXA-2	9,063
examples-demo	3,932
examples-demoXA	3,323
HpDS	303.98

Top 5 JDBC Connection Pool by Leak Rate	
JDBC Pool Name	Average Leak Rate (Per Min)
HpDS	0
examples-demoXA-2	0
examples-demoXA	0
examples-demo	0

Top 5 JDBC Connection Pool by Average Utilization Percentage	
JDBC Pool Name	Average Utilization (%)

Bottom 5 JDBC Connection Pool by Average Throughput Rate	
JDBC Pool Name	Average Throughput Rate (Per Sec)

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WebLogic Executive Summary

A cross-domain report that contains system information about the WebLogic servers and the nodes on which they are running. It gives the inventory information about the nodes, the capacity usage, and the GoS summary of the nodes. It also gives the severity of the incoming messages from the WebLogic nodes. Additionally, it displays the number of weblogic nodes that may run out of CPU, memory, filesystem space in the next 30 days.

WebLogic Server Availability

Displays the availability details of the WebLogic server, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

WebLogic JMS Performance Details

Displays the number of messages and bytes passing through the JMS server per second, and the percentage of JMS server filled by these messages and bytes for selected JMS Server(s).

WebLogic EJB Cache Hit

Displays the percentage of used EJBs in the cache. This report displays the average and the maximum values of the cache hit percentage for selected WebLogic instance(s) over a selected period of time.

WebLogic JVM Utilization

Displays the free heap space and memory utilized by the JVM of selected node and JEE server over a selected period of time.



WebLogic Server Availability Details

Displays the amount of time the selected server was up and running, the amount of time it was down, and the unknown time for the server present on selected node(s). Displays the availability details of the WebLogic server, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

WebLogic Transaction Performance Details

Displays the number of transactions processed per second and the average commit time taken for each transaction for selected node(s).

Mashup reports

Mashup Report folder contains reports related to system management CPU heat chart, Memory heat chart, and VMware cluster inventory.

Reports

This section describes the following Mashup reports:

SM CPU Heat Chart

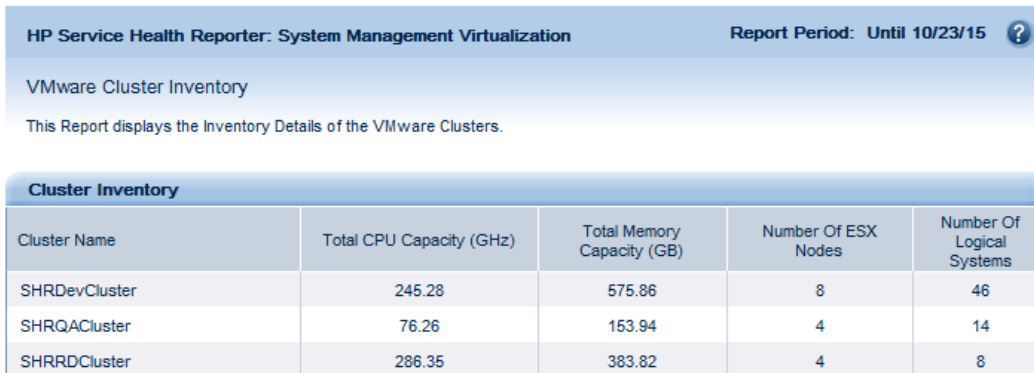
Displays average CPU utilization for system management that cross high and low threshold based on selected Business Service, Business View or node group.

SM Memory Heat Chart

Displays average memory utilization for system management that cross high and low threshold based on selected Business Service, Business View or node group.

SM Virtualization VMware Cluster Inventory

Displays cluster inventory details such as CPU capacity, memory capacity, number of ESX nodes, and number of logical systems of a VMware cluster.



HP Service Health Reporter: System Management Virtualization					Report Period: Until 10/23/15
VMware Cluster Inventory					
This Report displays the Inventory Details of the VMware Clusters.					
Cluster Inventory					
Cluster Name	Total CPU Capacity (GHz)	Total Memory Capacity (GB)	Number Of ESX Nodes	Number Of Logical Systems	
SHRDevCluster	245.28	575.86	8	46	
SHRQACluster	76.26	153.94	4	14	
SHRRDCluster	286.35	383.82	4	8	

Network

The Network reports provide an overview of the performance trend of systems and network devices from the context of a business service, and help one analyze the health of the monitored network devices.

Reports

This section describes the following Network reports:

Executive Summary Reports

Network and System Node Inventory

Provides an inventory of all the network and system nodes organized according to location and performance over the specified period of time. This is a cross-domain report that displays network data collected from the NNMi SPI for Performance and Network Performance Server (NPS) and resource utilization information of the nodes available in the System Management reports.

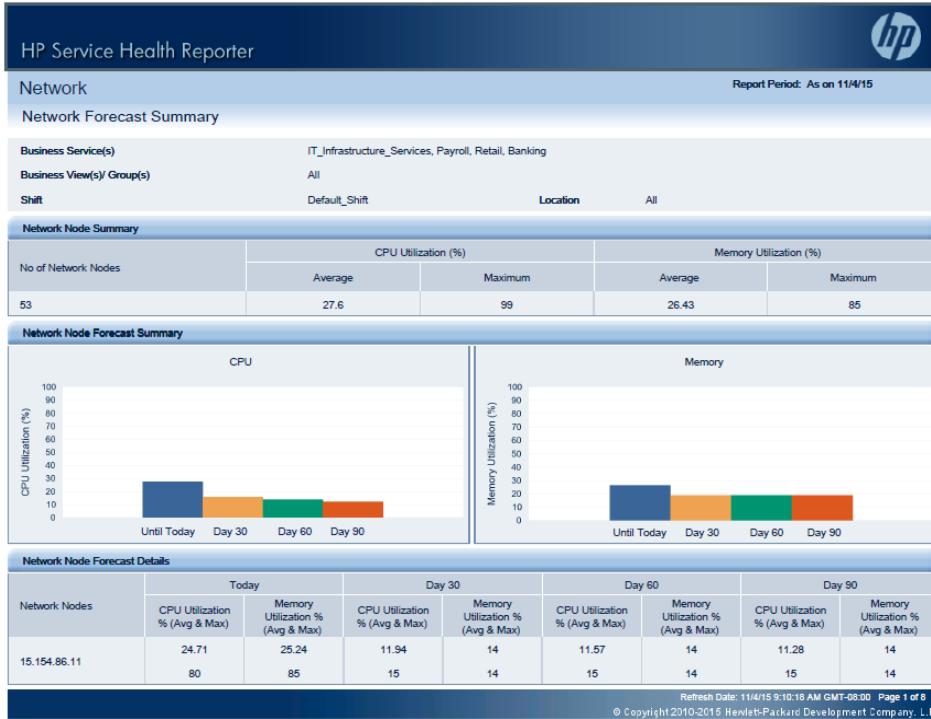
Network Device Performance Summary

Provides a summarized view of the performance trend of systems and network devices for the selected time period. Using this report, one can analyze the nodes that exceed the performance baseline value for selected measures.

HP Service Health Reporter																															
Network																														Report Period: 9/1/15 - 9/30/15	
Network Device Performance Summary																															
Business Service(s)	All																														
Business View(s)/ Group(s)	All																														
Shift	Default_Shift																														
Location(s)	All																														
Network Device Performance based on Average CPU Utilization (%)																															
Group / Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
FrameRelay Interfaces (Nodes having Exceptions over 15)	28.7 6	29.9 6	29.5 1	28.9 7	32.2 8	26.7	26.5 6	32.9 7	35.7 3	34.6 6	30.1	32.3	28.9	30.4 1	28.8 4	28.7 6	29.9 6	29.5 1	28.9 7	32.2 8	26.7	26.5 6	32.9 7	35.7 3	34.6 6	30.1	32.3	28.9	30.4 1	28.8 4	
Networking Infrastructure Devices (Nodes having Exceptions over 35)	27.7 8	27.5 2	25.5	26.8 9	25.0 4	26.5 2	25.6	28.7	29.7 4	30.9 6	26.9 4	29.0	24.9 7	28.5 8	27.0 7	27.7 8	27.5 2	25.5	26.8 9	25.0 4	26.5 2	25.6	28.7	29.7 4	30.9 6	26.9 4	29.0 7	24.9 6	28.5 8	27.0 7	
Routers (Nodes having Exceptions over 27)	28.0 4	27.0 4	25.4 7	27.4 4	24.0 7	27.3 5	26.7 5	28.3 9	29.2 1	30.2 2	26.6 4	29.4	24.7 9	28.8 9	27.2 3	28.0 4	27.0 4	25.4 7	27.4 4	24.0 7	27.3 5	26.7 5	28.3 9	29.2 1	30.2 2	26.6 4	29.4	24.7 9	28.8 9	27.2 3	
SHR_Network (Nodes having Exceptions over 53)	28.6	28.2	26.5	28.1	26.4	1	27.8	26.9	30.2	31.2	32.3	28.3	30.6	4	26	29.2	27.3	28.6	28.2	26.5	28.1	26.4	1	27.8	26.9	30.2	31.2	32.3	28.3	30.6	4
Switches	27.3 8	27.9 5	27.7 8	26.8 1	29.4	25.3 6	26.1	29.2 1	29.2 2	32.5 1	31.1	28.6 7	29.7 3	25.2 3	27.9 9	27.6 2	27.3 8	27.9 5	27.7 8	26.8 1	29.4	25.3 6	26.1	29.2 1	29.2 2	32.5 1	31.1	28.6 7	29.7 3	25.2 3	

Network Forecast Summary

Displays the current CPU and memory utilization (average and maximum) for the network nodes and the forecasted utilization for the next 30, 60, and 90 days. It also displays the current and the forecasted utilization in and out, error rates, and discard rates for the network interfaces for the next 30, 60, 90 days.



Network Node Baseline Quick View

Displays the baseline trends including the upper and lower limits of different network-specific measures, such as CPU, memory, backplane, buffer, and so on, for the different groups of network nodes in an IT environment over a specific period of time.

Network Node Baseline Exception Summary

Displays a trend of the baseline exception counts and the exception rates for the different network-specific measures for a group of network nodes during the specified period of time. This report also displays exception details at the node level.

Network Node Health by Group

Provides a graphical representation of the network device distribution based on resource utilization, exception rate, error and discard rates, and availability for all network node groups that support the selected business service, business view, or node group. This report also displays the resource utilization details of each network node in the selected group.

Top 10 Network Nodes and Systems by Performance

Displays the top 10 network and system nodes based on their performance over the specified period of time. This is a cross-domain report that displays network data collected from the Network Performance Server (NPS) and resource utilization information of the nodes available in the System Management reports.

Top N Network Nodes and Interfaces

Displays the top five and top 10 network nodes and interfaces based on specific network baseline metrics for the selected time period.



Network Node Availability

Displays the availability details of the monitored network nodes, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Operations (HPOM)

The HPOM reports provide detailed information about the messages sent to the management console of a particular HPOM management server. They help in analyzing the message trends based on their severity and resolution time so that one can proactively resolve the underlying bottlenecks before they impact the performance of a business service.

Reports

This section describes the following HPOM reports:

HPOM Message Details

Displays the details about the messages, such as the active and acknowledged message counts, the age of the messages, and the resolution time, that are sent to the console of each HP Operations Manager (HPOM) management server that is configured during the specified period of time.

HPOM Message Trend and Responsiveness

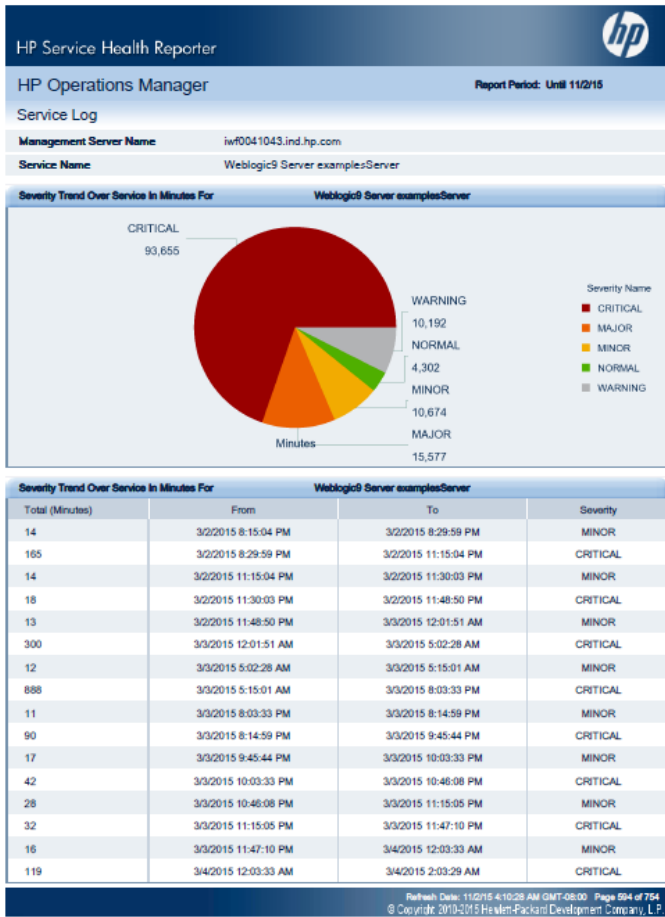
Displays the total number of messages that are sent to the console of each HPOM management server and the amount of time taken to acknowledge them during the specified period of time.

HPOM Operator Details

Displays operator-wise details about the messages, such as the message counts and message resolution times, sent to the console across all HPOM management servers that are configured for specified period of time.

HPOM Service Log

Displays the amount of time for which the selected service was in different states (of severity).



HPOM Top 10 Active Message Report

Displays a list of applications, services, nodes, and node groups that have the highest number of active messages across all management servers that are configured for a specified period of time. The number of active messages are more this means that the application, service, node, or node group has problems and requires attention.

Service and Operations Bridge (OMi)

The Service and Operations Bridge reports provide information about the events from HP Operations Manager I (inclusive of events forwarded from SiS, OM, NNM, 3rd party products etc.).

Reports

This section describes the following Service and Operations Bridge reports:

OMi Event Summary

Displays the overall events summary and event duration summary for all CIs. The report displays data collected during the last 30 days of the specified date.

OMi Event Distribution Executive Summary

Displays the summary of the event distribution by application, Event Type Indicator (ETI), and CI type for specified time period.



OMi Event Forecast Summary

Helps predict the incoming events from different domains such as Systems, Network, Microsoft SQL, and so on based on past data. These reports help you assess the increasing or decreasing trend of the incoming events per domain and the average event resolution time.

OMi Event Summary by Significance

Displays event by significance, percentage of cause, count of events by distribution, and count of correlated events.

Top N Categories by Events

Displays the Top N (5,10, 15) event count of categories, such as category name, critical event, minor events, warning events, normal events, unknown events, and total events.



Top N CIs by Events

Displays the Top N (5,10, 15) CIs based on incoming events and critical events in the context of the selected business view(s).

Top N Domains by Events

Displays the Top N (5,10, 15) domains based on incoming events and critical events. A domain is defined as a group of out of the box views. For example, "System Management" domain will represent the views used to get SiteScope and Operations Agent and monitored nodes. The incoming and critical events are calculated based on the Top CIs in the views that belong to the domain.

OMi Event Backlog Overload Correlation by User Groups

Displays the Top N (5,10) groups based on high backlog overload. Backlog overload is defined as the percentage of events whose "time to own" is twice the average "time to own", for an event, in a group.

Detail Events

OMi Event Assignment by User Groups

Displays the summary of the events assigned for each of the user groups for specified time period.

OMi Event Assignment by Users

Displays the summary of the events assigned for each of the users for specified time period.



OMi Event Summary by CI

Displays the overall event count, event categorization, event severity categorization, and event duration based on the events raised for the selected CIs.

OMi Event Summary by ETI

Displays the overall event count, event categorization, event severity categorization, and event duration based on the ETI.

You must install the ETL content pack for ServiceHealth to see data in this report. SHR verifies if an ETI is a Health Indicator and if the K_HI dimension table is populated before the report is generated.

Event Trend

OMi Event Distribution Over Time

Displays the event count details and the distribution details of the events for a CI. It also shows the graph of events based on the amount of time taken to acknowledge, resolve, and close the events.

System Management

The System Management reports help to anticipate resource problems in IT environment before they become serious. The reports display historical information about the performance and availability of key system resources which helps in analyzing the actions that were taken to resolve issues in the past. From higher level executive reports, one can navigate to detailed reports to analyze the root cause of problems.

Reports

This section describes the following System Management reports:

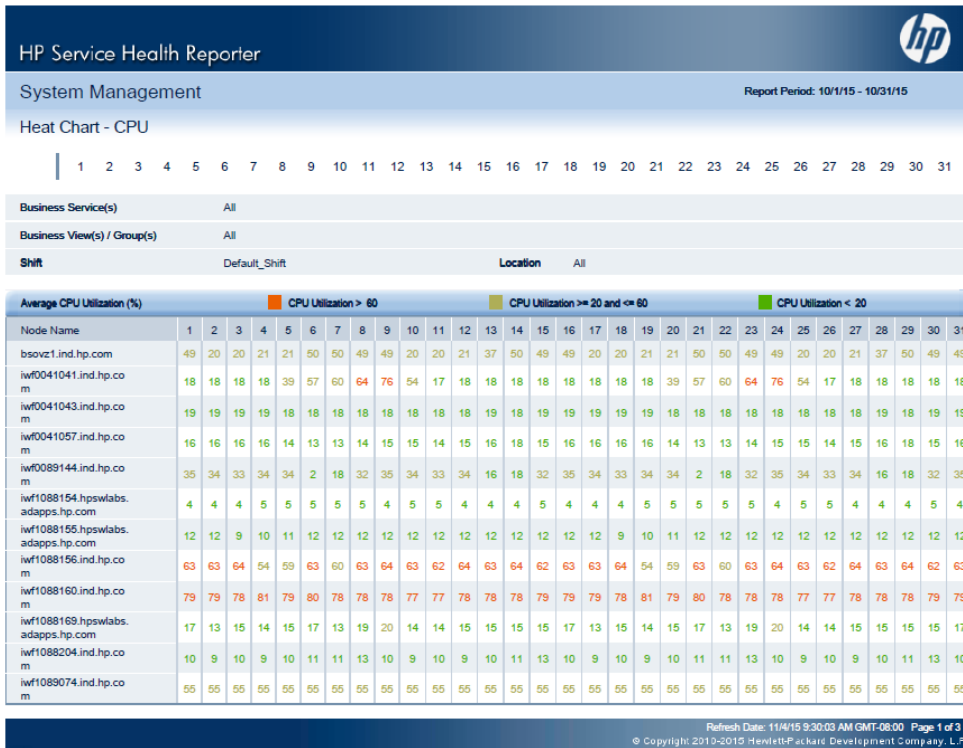
Executive Summary Reports

SM Executive Summary

Displays inventory, summary of present and forecasted capacity and usage data of system resources, along with the availability, and exceptions in systems for a given Business Service or Business View/Node group.

SM Heat Chart

Enables to identify systems that have crossed the threshold values defined for CPU utilization, memory utilization, physical disk I/O rate, and network I/O rate for a given Business Service or Business View/Node group.



SM System Availability Summary

Displays the availability details of the nodes for the selected period of time. The table lists the values of average uptime and downtime percentages and also the total uptime and downtime in hours. This report also displays the availability heat chart for all the nodes with which one can identify those nodes that cross the availability thresholds.

SM System Exception by Group

Enables to view the number of exceptions in each of the defined node groups for a given time period.

SM System Forecast Summary

Provides a summary of the current CPU and memory utilization (average and 90th percentile) of all the monitored physical or standalone systems and virtual hosts, such as ESX servers, in an IT environment. It also displays the projected CPU and memory utilization of the physical systems and the virtual hosts for next 30, 60, and 90 days. The report displays the forecasted information in both graphical and tabular formats.



SM System Grade of Service by Group

Displays the grade of service (GoS) for a group of nodes based on the resource utilization of that group. One can compare the GoS across different groups and also drill down to view GoS of every node of a group.

SM System Inventory

Displays the overall information and values of key resources for the systems in a Business Service or Business View/Node group.

SM System Resource Outage Forecast Summary

Displays the systems that are projected to cross the 100 percent threshold value for CPU and memory utilization within the next 30, 60 and 90 days, for a given Business Service or Business View/Node group.

SM Top and Bottom 5 Systems

Displays the top and bottom five systems based on the average availability, and the average of the CPU utilization or memory utilization over the selected period of time.

SM Top and Bottom 10 Filesystems by Free Space Utilization

Displays the top and bottom 10 performance of filesystems based on free space utilization over a period of time.

SM System Availability

Displays the average availability of the monitored system nodes, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

Performance Reports

SM System Availability Detail

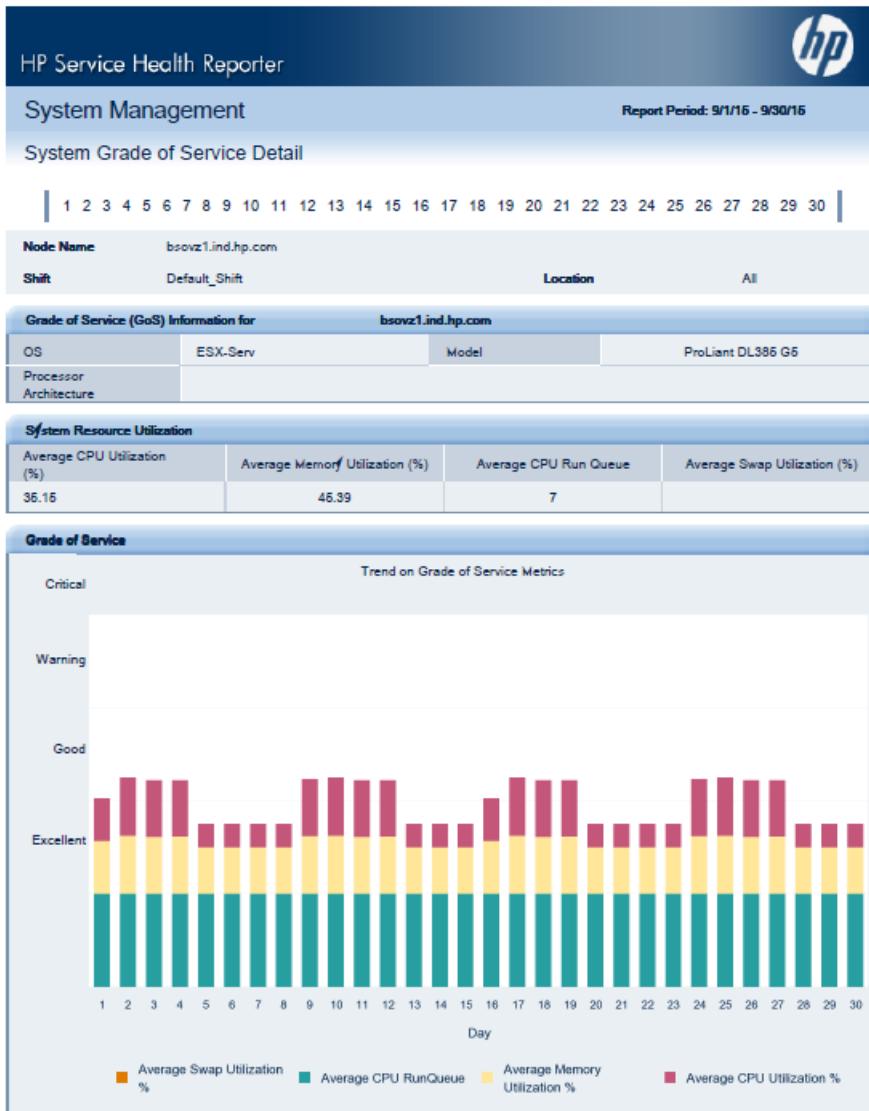
Displays the uptime, downtime, and availability percentages for the selected nodes over the specified period of time. Displays the availability details of the monitored system nodes, as a heat-map based on predetermined thresholds, for every hour across the selected time period.

SM System Exception Detail

Displays the threshold values and the threshold breaches in the resource utilization, such as CPU, memory, run queue, swap, and memory page out rates, for each of the selected system(s) for the specified period of time.

SM System Grade of Service Detail

Displays the GoS for the selected nodes based on its resource utilization, such as CPU, memory, run queue, and swap utilization, for the specified period of time.



SM System Usage Detail

Provides a graphical representation of the CPU, memory, network I/O rate, and disk I/O rate utilization for each of the selected nodes over the specified period of time.

SM Filesystem Utilization Detail

Displays fine grain details of the 10 best and worst performing filesystems.

Operational Reports

Node Resource Performance

Displays the performance metrics of the selected node with data granularity at the yearly, monthly, daily, hourly, and 5-minute (rate data) level.

NRT Resource Utilization

Displays the resource utilization trend of the selected node and the selected metric at the 5- minute (rate data) granularity for the last 24 hours.

Resource Utilization - Trend

Displays the trend of resource utilization of the selected node over the following time periods:

- 5- minute (rate data) granularity for the last 24 hours
- Hourly (hourly data) granularity for the last 31 days
- Daily (daily data) granularity for the last 3 months

Virtualized Environment Management

The Virtualized Environment Management reports display the performance data about the virtual machines (VMs), and physical systems hosting the virtual machines, installed in an IT environment.

Reports

This section describes the following Virtualized Environment Management reports:

Executive Summary Reports

SM Virtualization Host Inventory

Displays the key measures of the physical nodes such as operating system, model, processor architecture, CPU speed, and the number of CPUs, disks, and network interface cards used, and the number of logical systems running on them.

SM Virtualization Logical System Inventory


Displays the inventory details of the logical systems hosted on each physical node in an IT environment. The report display a summary of the physical node which includes the node operating system, the node model, the CPU speed, the number of CPUs, the physical memory, and the virtualization technology used. For each node, the report display all the logical systems hosted on that node along with the VM operating system, state of the VM, the number of disks and LAN that is allocated, and the maximum and minimum entitled CPU and memory.

SM Virtualization Logical Systems Performance Summary

Provides a graphical representation of the performance details such as CPU and memory utilization of all the selected logical systems over the specified period of time. This report helps to compare the CPU utilization of the physical node to that of the logical system. It also displays the availability trend of the logical system during the specified period of time.

SM Virtualization Resource Outage Risk Forecast Summary

Displays the physical systems that are projected to cross the threshold value for CPU and memory utilization within the next 30, 60 and 90 days, for a given Business Service or Business View/Node group. It also displays the virtual machines that are hosted on the affected physical systems. It displays the affected virtual hosts and number of VMs hosted on each servers. A cross launch option is also available to do more detailed analysis on affected VMs.


HP Service Health Reporter

Report Period: Until 11/4/15
System Management Virtualization

Virtualization Resource Outage Risk Forecast Summary

Business Service(s)	All		
Business View(s)/ Group(s)	All		
Shift	Default_Shift	Location	All
CPU Utilization Threshold	90	Memory Utilization Threshold	80
CPU Forecast Threshold	90	Memory Forecast Threshold	90

System Out of Resource

Time / Resource	Number of Physical Nodes with CPU Outage	Total Number of CPUs with Threshold Breach	Number of Physical Nodes with Memory Outage	Total Memory(GB)	Number of VMs Impacted
Until Today	0	0	0	2	0
Day30	0	0	0	0	0
Day60	2	48	0	0	24
Day90	2	48	0	0	24

List of Systems with Resource Outage ■ Red Indicates Threshold Breach

Node Name	Number of VMs Impacted	Confidence Factor	Until Today		Day30		Day60		Day90	
			CPU	Memory	CPU	Memory	CPU	Memory	CPU	Memory
iwfqald1-9.ind.hp.com	0	HIGH	12.55	87.32	26.61	85.73	25.26	87.3	23.9	88.87
ordvz4.bbn.hp.com	4	HIGH	75.94	25.51	87.18	28.89	90.91	28.37	94.64	27.86
shvbat3.ind.hp.com	4	HIGH	75.94	25.51	87.1	28.78	90.87	28.24	94.65	27.7

Confidence Factor = Number of days of samples available to forecast; LOW : < 14, MEDIUM : >= 14 and < 28, HIGH : >= 28

Refresh Date: 11/4/15 9:36:08 AM GMT-08:00 Page 1 of 1
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SM Virtualization Top and Bottom N Logical Systems

Displays the top and bottom N (5, 10, 20) logical systems based on the selected measure such as CPU utilization, memory utilization, availability and hypervisor type, for a given Business Service or Business View/Node group.

SM Virtualization Top and Bottom N Nodes

Displays the top and bottom N (5, 10, 20) physical systems, that host logical systems, based on the selected measure such as CPU and memory utilization and OS type, for a given Business Service or Business View/Node group.

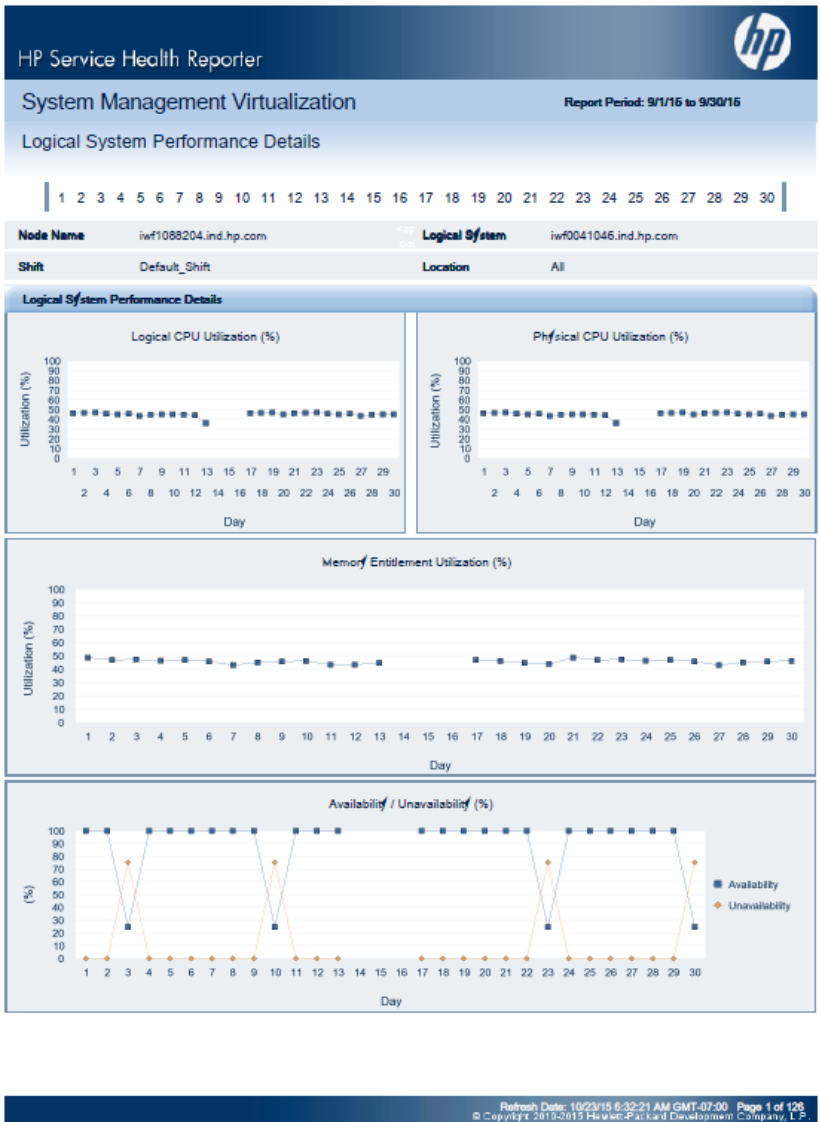
SM Virtualization Virtual Infrastructure Inventory

Provides a graphical representation of the inventory details, such as the number of hosts and VMs, the number of logical system based on the operating system type, and resources allocation for the various virtualization technologies in an IT environment. This report also displays the total number of hosts, count and density of the VMs, total number of CPU, and the percentage of unreserved CPU for each virtualization technology.

Performance Reports

SM Virtualization Logical System Performance Details

Displays the availability, the CPU utilization, and the entitled memory utilization of the selected VM for the specified period of time.



VMware

SM Virtualization VMware Cluster Detail Inventory

Displays the inventory details such as CPU and memory capacity, CPU and memory limits, CPU and memory reservation, number of disks, number of network interfaces, and so on, of the ESX nodes, the resource pools, and the logical systems in a selected cluster.

SM Virtualization VMware ESX Server Detail Inventory

Displays the inventory details such as CPU and memory limits, CPU and memory reservation, number of disks, number of network interfaces, number of virtual CPUs, CPU shares, and so on, of the logical systems and the resource pools for the selected nodes.

SM Virtualization VMware Inventory

Displays the summarized inventory details of the VMware cluster and non-clustered ESX nodes. The inventory details include CPU speed, CPU and memory capacity, number of nodes and logical systems, VM density, number of CPU cores, number of disks, number of network interfaces, and so on.

SM Virtualization VMware Logical System CPU Bottleneck Details

Displays the CPU utilization and CPU cycles used by the selected logical systems over the specified period of time. Using this information, one can identify the CPU bottlenecks in the logical systems.

SM Virtualization VMware Logical System Memory Bottleneck Details

Displays the average utilization for the entitled memory and physical memory of the selected logical systems. The report shows the comparison of the average memory swap in, swap out, and overhead. It also shows the comparison of the utilization percentage of the average entitled memory and average physical memory.

SM Virtualization VMware ESX Servers Top and Bottom N

Displays the top and bottom N(5, 10, 15, 20) ESX Servers based on the selected measure such as CPU utilization, memory utilization, net I/O rate, and swap utilization for given Business Service or Business View/Node group.

The screenshot shows the HP Service Health Reporter interface. At the top, it displays 'System Management Virtualization' and 'Report Period: 11/1/15 - 11/30/15'. Below this, the report title is 'SM Virtualization VMware ESX Servers Top and Bottom N'. There are navigation tabs from 1 to 30. The main content area is divided into two sections: 'Top 5 ESX Servers by - Average Memory Utilization (%)' and 'Bottom 5 ESX Servers by - Average Memory Utilization (%)'. Each section contains a table with columns for ESX Node, Cluster Name, Model, Number Of CPU Cores, Physical Memory (GB), Average CPU Utilization (%), Average Memory Utilization (%), Average Net I/O Rate (Packets/Sec), and Average Swap Utilization (%).

Top 5 ESX Servers by - Average Memory Utilization (%)								
ESX Node	Cluster Name	Model	Number Of CPU Cores	Physical Memory (GB)	Average CPU Utilization (%)	Average Memory Utilization (%)	Average Net I/O Rate (Packets/Sec)	Average Swap Utilization (%)
iwf1088204.ind.hp.com	SHRRDCluster	ProLiant DL385 G7	24	95.96	9.76	64.07	167	
ordvz5.bbn.hp.com	SHRRDCluster	ProLiant DL385 G7	24	95.96	9.84	64.02	165.76	
iw0089144.ind.hp.com	SHRDevCluster	ProLiant BL490c G6	8	71.99	33.92	60.06	152.4	
ordvz5.bbn.hp.com	SHRDevCluster	ProLiant BL490c G6	8	71.99	33.98	60.06	152.38	
ordvz1.bbn.hp.com	SHRQACluster	ProLiant BL490c G6	8	47.98	11	58.46	869.95	

Bottom 5 ESX Servers by - Average Memory Utilization (%)								
ESX Node	Cluster Name	Model	Number Of CPU Cores	Physical Memory (GB)	Average CPU Utilization (%)	Average Memory Utilization (%)	Average Net I/O Rate (Packets/Sec)	Average Swap Utilization (%)
shrbat3.ind.hp.com	SHRQACluster	ProLiant DL580 G3	4	28.99	69.35	25.64	202.23	
ordvz4.bbn.hp.com	SHRQACluster	ProLiant DL580 G3	4	28.99	69.2	25.73	201.72	
ordvz7.bbn.hp.com	SHRDevCluster	ProLiant DL380 G6	8	71.99	2.77	27.47	130.83	
ordvz8.ind.hp.com	SHRDevCluster	ProLiant DL380 G6	8	71.99	2.77	27.47	131.01	
ordvz2	SHRRDCluster	ProLiant DL385 G7	32	95.95	6.91	36.23	256.66	

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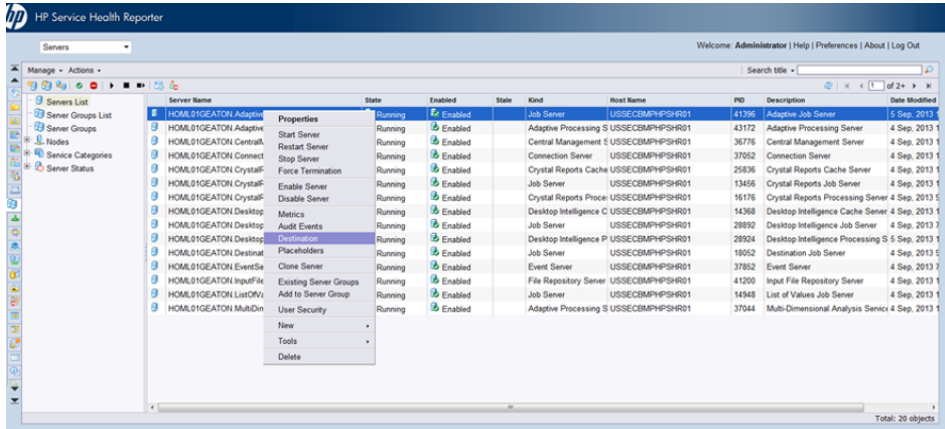
SM Virtualization VMware Top and Bottom N Logical Systems

Displays the top and bottom N (5, 10, 15, 20) logical systems, hosted on ESX Servers, based on selected measure such as such as active memory, CPU and memory utilization, CPU ready time, and unavailability for a given Business Service or Business View/Node group.

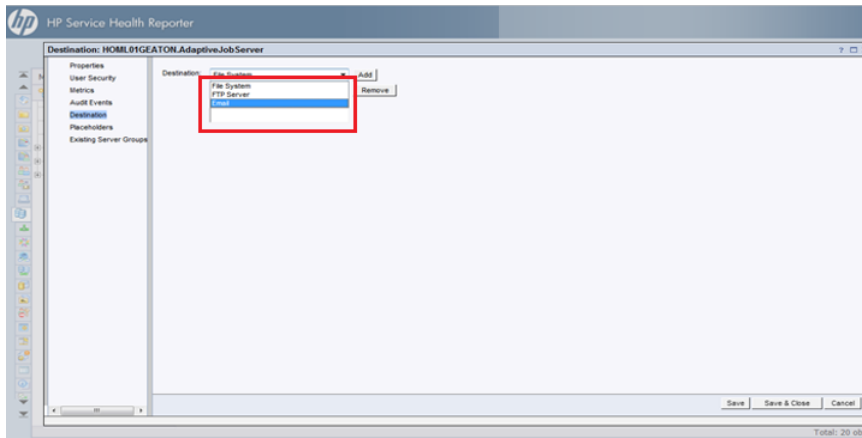
Appendix A: Scheduling and E-mailing BusinessObjects Reports

Follow these steps to schedule and e-mail reports.

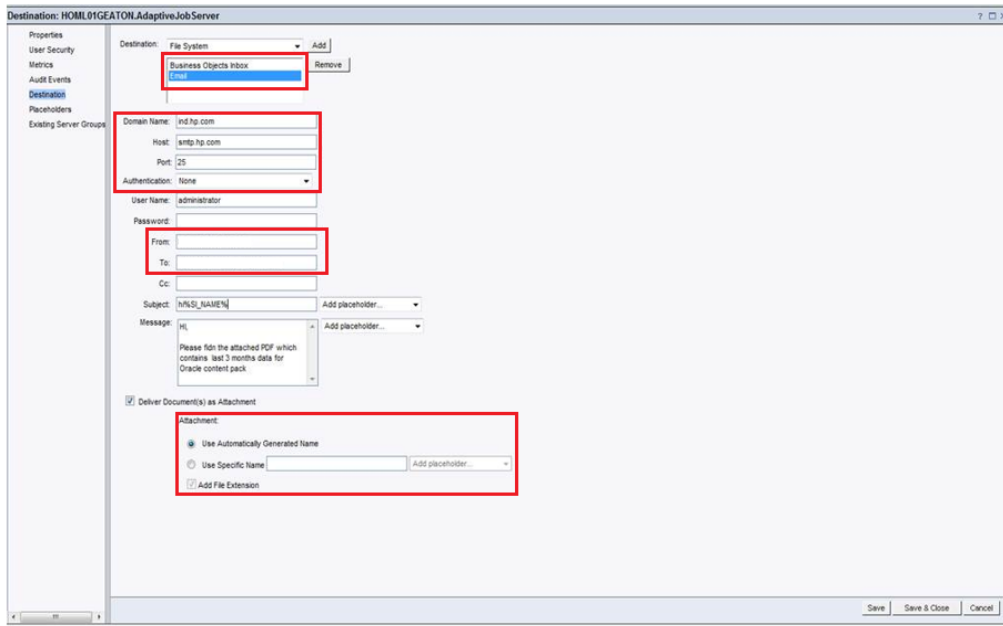
1. Log on to SHR CMC Console with Administrator privileges.
2. Click **Servers > Servers List**.
3. Right-click **<Server> AdaptiveJobserver** and click **Destination**.



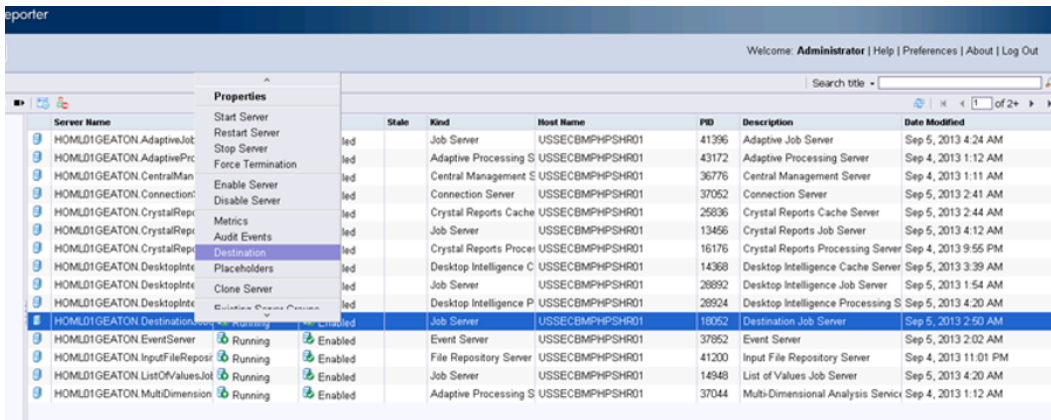
4. Select the **Destination as Email > click Add**.



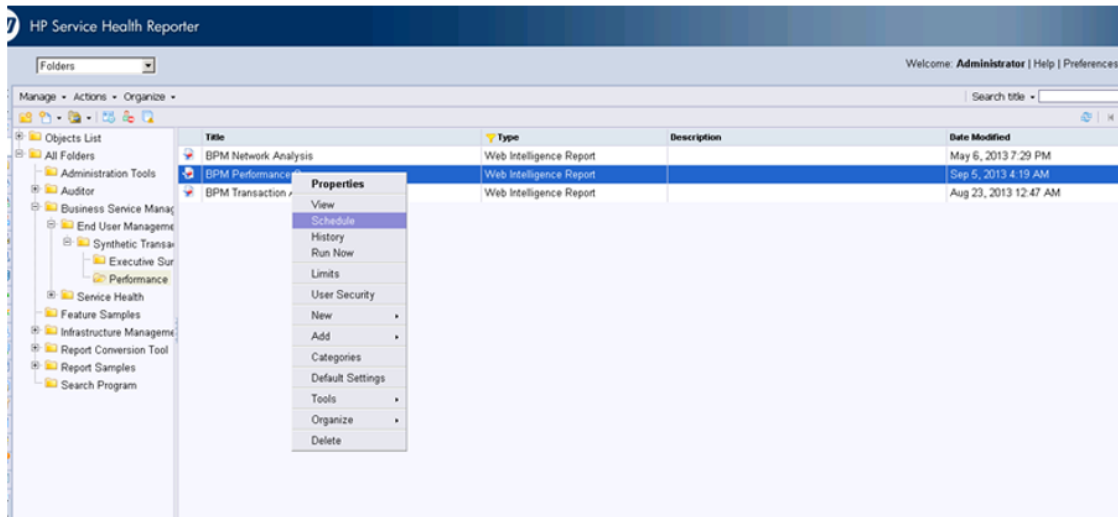
5. Provide **SMTP sever details** and Email ID of the recipient.



6. Add the report name to the attachment.
7. Click **Save & Close**.
8. Right-click **<Server>DestinationJobServers** and select **Destination**.



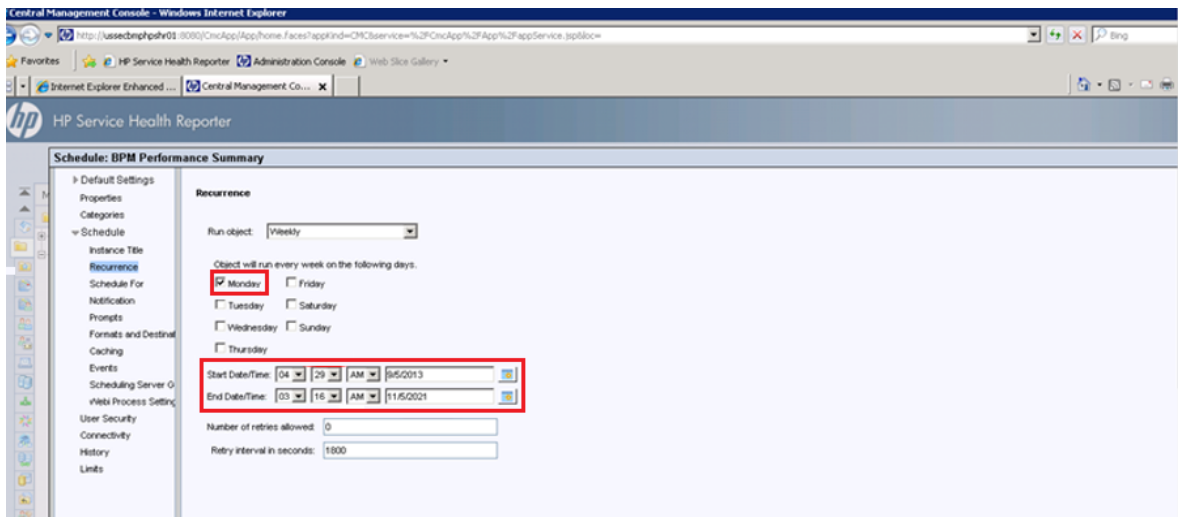
9. Repeat steps 4 to 7.
10. Select **Folders** and right-click the report you want to schedule for e-mails and select **Schedule**.



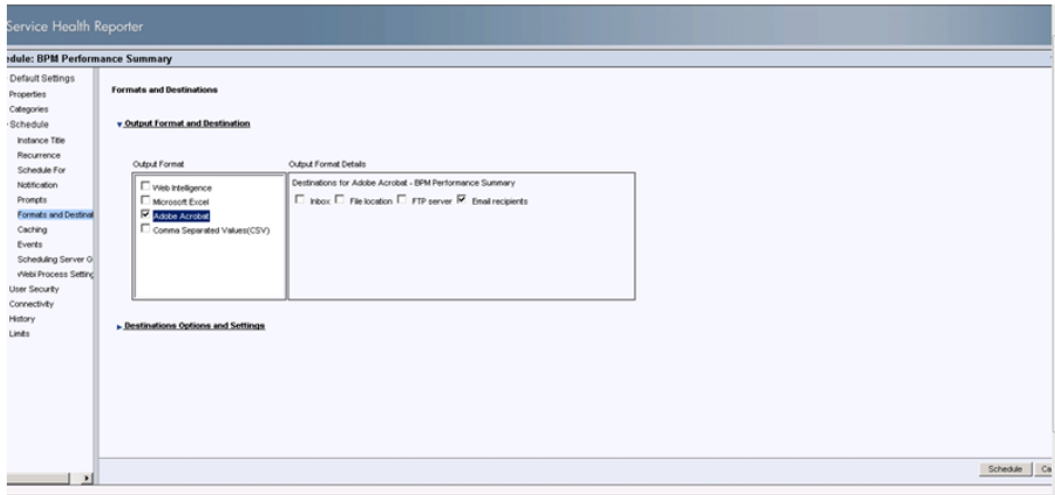
10. Select the format as pdf and destination as email recipients

Email setting were reflected from adaptive and Destination servers configuration (see above step 3 and 6)

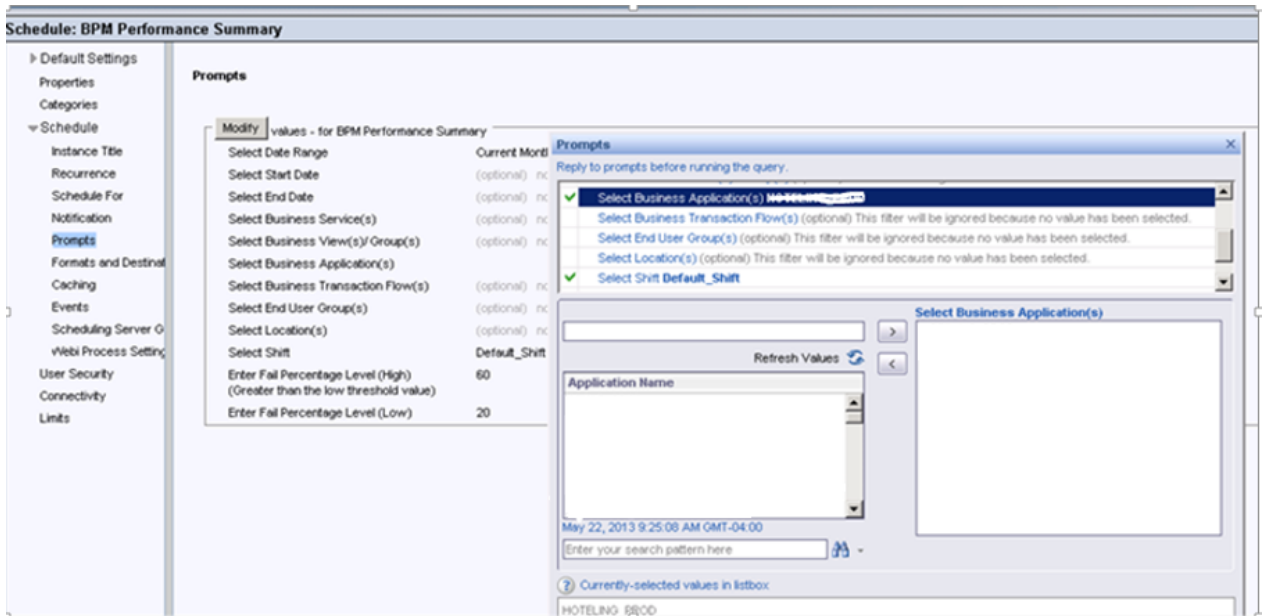
11. Select **Recurrence**: frequency, Start Date Time, End Date Time and other preferences.



12. Click on **Format** and **Destination**.



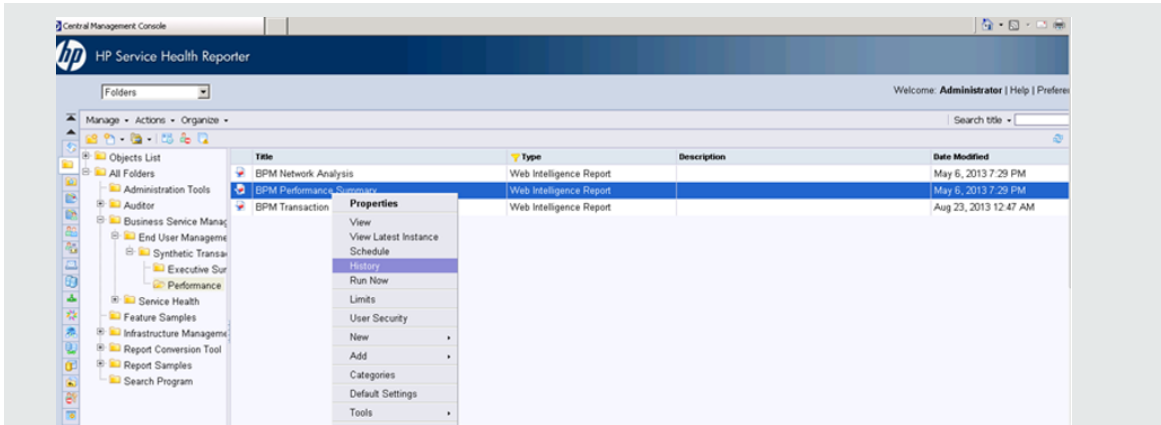
13. Select **Output format and Destination (Email Recipients)**.
14. Click on **Prompts > Modify**. Select prompt from the list as per your requirements.



15. Click **Schedule**.

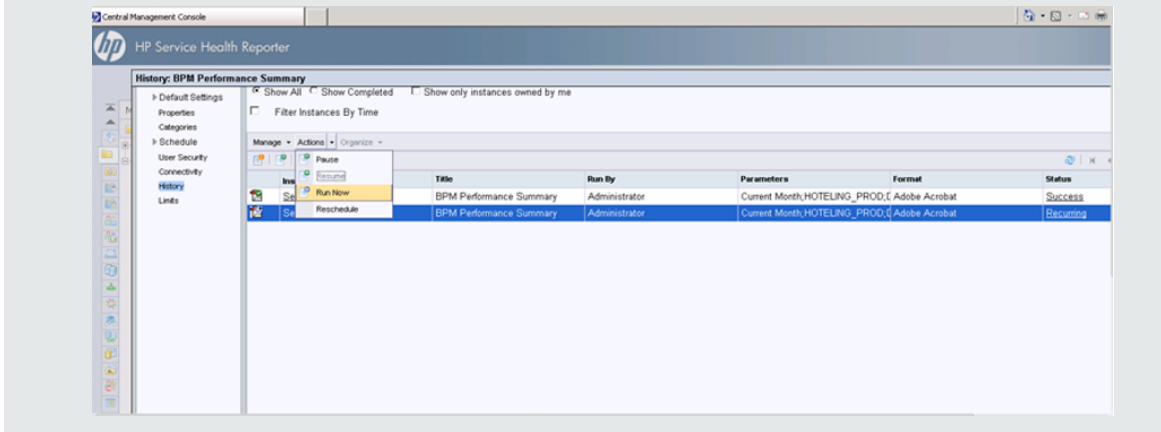
Tip:

- **To view schedule history:**
Right click a report and select **History**.



List of schedule configured for this report and execution information are displayed.

- To run a schedule for a report any time:
 - Right-click a report, and select **History**.
 - Click > **Actions** > **Run Now**.





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Feedback on Handbook of Reports (Service Health Reporter 9.40)

Just add your feedback to the email and click send.

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We appreciate your feedback!