

HP SiteScope

for the Windows, Solaris, and Linux operating systems

Software Version: 11.01

Glossary

Document Release Date: September 2010

Software Release Date: September 2010



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notices

© Copyright 2005 - 2010 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

Intel®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

Java™ is a US trademark of Sun Microsystems, Inc.

Microsoft®, Windows®, Windows NT®, and Windows® XP are U.S. registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

Acknowledgements

This product includes software developed by the Apache Software Foundation (**<http://www.apache.org>**).

This product includes software developed by the JDOM Project (**<http://www.jdom.org>**).

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Glossary

This document lists terminology that is used throughout the documentation.

account permissions

Permissions between the SiteScope server and the remote servers you are trying to monitor. SiteScope monitors remote systems and services by emulating a client or user. Monitoring some types of services or resources on remote servers will require sharing certain account permissions between the SiteScope server and the remote servers. You will need to enter account permissions and user authentication information required by remote systems and services when configuring SiteScope monitors and remote connection.

agentless

The type of monitoring solution provided by SiteScope. SiteScope performs monitoring through active monitoring across network protocols and connections without the need to deploy SiteScope agent software onto the servers and systems you want to monitor. While this greatly speeds deployment and administration, it does require that you instruct SiteScope on how to connect to the remote systems and servers you want to monitor.

aggregated data

Data collected by monitors and processed into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

aggregators

HP Business Service Management components responsible for aggregating collected performance data that is stored in profile databases.

alert

A notification that makes designated staff aware of performance issues. Alerts can be sent via a variety of media (email, pager, SMS, SNMP trap) and can be configured to trigger a variety of actions.

alert action

A set of instructions for SiteScope to perform an action when alert conditions are met. Each alert action is created as an object under a SiteScope alert and an alert can include multiple and dependent alert actions.

alert dependency

The ability to specify one or more alerts as being subordinate to another, dominant, alert. When a subordinate alert is triggered after its dominant alert is triggered, HP Business Service Management and SiteScope can suppress the subordinate alert's defined actions.

audit log

An administrative log that tracks all the configuration changes made by users.

availability

The percentage of time that a business process, monitored infrastructure component, or service is up and running.

bus

The HP Business Service Management component responsible for receiving data published by HP Business Service Management components, and making it available to other HP Business Service Management components that require the data. Components that require the data attach to the bus and subscribe to the relevant data type to retrieve the data.

CI

See configuration item.

CIT

See configuration item type.

component

Within Service Health and MyBSM, these are areas on a page that display information relevant to a user's business tasks.

configuration item

A component of the RTSM that represents a physical or logical entity in the system. For example, configuration items (CIs) can represent hardware, software, services, business processes, and so on. The CIs are organized into a hierarchical format based on the dependencies in your organization's IT environment.

configuration item type

The category for each configuration item (CI). Each configuration item type (CIT) provides a template for creating the CI and its associated properties.

counter

A value retrieved by the monitor. Transaction time, database query time, and CPU utilization are all examples of SiteScope counters.

custom data (UDX)

HP Business Service Management uses a Universal Data Exchange (UDX) framework to integrate data samples from various data sources (including HP data collectors, SiteScope Integration monitors, and third-party data sources) into HP Business Service Management reports. HP Business Service Management uses the term "custom data" to categorize the data brought in using the UDX framework.

data aggregation

The process used by HP Business Service Management to combine data collected by HP Business Service Management monitors into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

data collector

HP Business Service Management collects availability and performance data by deploying monitors throughout an organization's IT infrastructure. The data collectors run those monitors and include Business Process Monitor, Real User Monitor, and SiteScope.

EMS integration

The ability of HP Business Service Management to integrate with existing EMS (Enterprise Management Systems) software. HP Business Service Management provides the following types of EMS integration: SiteScope Integration Monitors to integrate alerts and events generated by EMS software into HP Business Service Management reports; EMS adapters to integrate alerts generated by HP Business Service Management into your EMS program, and an EMS Integrations application to create generic EMS integrations or to use out-of-the-box HP OM Event, HP Service Manager, NetScout Event, Node, or Node - Running Software integrations.

event type indicator

Event type indicators (ETIs) are used by the BSM event subsystem to categorize events according to the type of occurrence in the managed IT environment (for example, CPU Load).

Each CI type (CIT) has its corresponding ETIs, defining what is measured on the CIT. Based on the ETI definitions, each event is translated into a particular state (lower than normal, much lower than normal) and severity (Normal, Warning etc.). ETIs that provide CI state information are used to calculate health indicators for the CI.

field mapping

Configuration files used by SiteScope integration monitors to access data from the monitored environment.

group

SiteScope monitors are created within groups. SiteScope groups can contain monitor subgroups to ease the administration of monitoring large multi-server environments. Use groups to organize monitors by any criteria relevant to the monitored environment. For example, monitors can be organized by network connection, browser type, department, location, or monitor type. Groups are used by HP Business Service Management and SiteScope to organize reports and Service Health statistics.

health indicator

Health indicators (HIs) provide fine-grained measurements for the CIs that represent your monitored business elements and processes. Some HIs display business metrics such as backlog and volume, while others display various measurements of performance and availability.

HI status is set by two types of data: event samples (for example, CPU load exceeded threshold), and metric samples (for example, response time = 6 milliseconds). Event-based HIs use an event's ETI severity to generate HI status, while metric-based HIs apply calculation rules to the metrics sent by data collectors to create an calculated HI value.

HP Business Service Management

HP's solution for real-time performance and availability monitoring from a business perspective, service level management, end-user management, system availability management, and custom reporting. SiteScope integrates with HP Business Service Management to provide a full enterprise-level solution for monitored environments.

HPOM

HP Operations Manager (HPOM) is a distributed, client-server software solution designed to provide service-driven event and performance management of business-critical enterprise systems, applications, and services.

key performance indicator

A quantifiable measurement calculated for a configuration item and compared against defined objectives. The KPIs help you to monitor how well your business is achieving its objectives, and to track critical performance variables over time.

layout

Within Service Health and MyBSM, layout refers to how components are arranged on a page; components can be arranged horizontally, vertically, and in tabs.

location

Property defined in various contexts (for example geographical location used in the Service Health maps applet, or locations defined for a Business Process Monitor instance) and used to organize data in reports geographically.

Mapping Engine

A component that identifies links between CIs from different data stores that have virtual relationships between them. The identification is performed by reconciling CIs and external CIs.

measurement

A value retrieved by the monitor. Transaction time, database query time, and CPU utilization are all examples of SiteScope measurements.

Metrics (BSM)

Metrics that are reported by SiteScope to BSM are used by the various BSM applications when calculating status for CIs (for example, in Service Health, Service Level Management, and System Availability Management).

Metrics (HPOM)

Metrics used in Performance Perspective—the graphing component in BSM’s Operations Management.

monitor

Individually configured instruction sets that automatically test performance and availability of systems and services in the network environment.

Monitor Deployment Wizard

The Monitor Deployment wizard uses pre-defined templates to deploy SiteScope monitors onto existing configuration items in HP Business Service Management's RTSM.

monitor run

One execution of the action defined for an individual monitor. The monitor action is determined by the type of monitor and the configuration settings you select for that monitor. A monitor run returns a measurement result or a status indicating that the intended measurement was not retrieved. The result is recorded to the SiteScope log files and the status of the monitor is updated in the SiteScope interface. How often a monitor is run is an important factor in the usefulness of monitoring and SiteScope performance.

monitor run frequency

The time interval setting for an individual monitor that determines how often SiteScope will execute the monitor action. You set the monitor run frequency using the Frequency setting in Monitor Run Settings. The default for most monitor types is 10 minutes. You should select a monitor run frequency that considers the importance of the system or measurement that is being monitored. Setting a run frequency that is too high can result in monitor skips and other problems if the system being monitored does not respond within the time between monitor runs.

notification template

Specifies the information that SiteScope includes when it sends various types of alert notices.

Operations Management

Operations Management is an application in BSM used to monitor the events that occur in your organization's IT environment, correlate events, and compile and display a detailed overview of the health of your CIs.

page

Within Service Health and MyBSM, these are collections of several components displayed together, and interacting with one another. Each page is displayed in a tab.

performance

A term used to define the quality of a measured entity. For example, the time taken for a transmission from a hub router in New York to a hub router in London by comparison with predefined targets. A performance objective denotes a threshold beyond which a CI is considered to have taken too long. For example, if a home page must download within eight seconds, the objective has failed if performance time is longer than that. Performance can also be used to measure disk space, network load, and so forth.

points

Product license credits used to enable instances of the different monitor types available in SiteScope. The number of points you purchase will determine the total number of monitor instances and specific system performance metrics or counters that you can monitor. The number of points required will vary according to monitor type and the number of measurements being made per monitor instance.

recipient

Users who are configured to receive alerts, scheduled reports, and package information (HP Software-as-a-Service only) via email, SMS, or pager.

reconciliation

The process of resolving data from two or more sources, either by resolving to a common naming schema or resolving data overlap differences within the records to a single answer.

remote connection

Connection to a remote system you want to monitor with SiteScope. As an agentless monitoring solution, SiteScope uses a number of protocols and methods to check systems and services on machines or servers other than the machine where SiteScope is installed. This means you will need to know how to connect to the various systems you want to monitor with SiteScope. SiteScope can have a remote connection to servers running Windows or UNIX/Linux operating systems.

SAP service

A service that links data retrieved from SiteScopes and Business Process Monitors to SAP related entities brought from the Data Flow Probe, for HP Business Service Management compatibility.

Service Health

Provides a summary of real-time and over time status of the monitors and measurements running on SiteScope. It also provides acknowledgement functionality and performance statistics on monitored servers through the Server-Centric Report.

Siebel service

A service that links data retrieved from SiteScopes and Business Process Monitors to Siebel related entities brought from the Data Flow Probe, for HP Business Service Management compatibility.

signature

The state of properties in the CI. If changes are made to property values in a CI, the CI signature must also be changed. The CI signature helps detect whether a CI has changed without the need to retrieve and compare all CI properties. Both the CI and CI signature are provided by the appropriate adapter. The adapter is responsible for changing the CI signature when the CI properties are altered.

SiteScope Health

A set of specially pre-configured monitors that regularly check several key SiteScope logs and configuration files. The SiteScope Health feature is useful in detecting and diagnosing problems with monitors with configuration problems, the resource load on the SiteScope server, and possible errors in the key configuration files. The settings and alerting thresholds can be configured by the user.

System Availability Management Administration

An area in HP Business Service Management used to centrally configure and manage the SiteScope data collector. Enables enterprise-level administration of multiple SiteScopes with global search and replace, view filters, and the use of templates for rapid monitor deployment.

template

A feature for quickly adding one or more SiteScope monitors based on a set template. You use monitor templates to rapidly deploy sets of monitors that check systems in the infrastructure that share similar characteristics. You can create and customize your own templates to meet the requirements of your organization.

thresholds

Performance boundaries that enable the organization of performance data in a meaningful way.

view

A collection of CIs and relationships represented by icons. These CIs and relationships are the result of a TQL query to the RTSM, and are displayed as a view according to display and organizational rules that are assigned to them. Each CI/relationship can be presented in multiple views or by multiple icons in different view layers.

View Explorer

A tool used in the Monitor Deployment Wizard and the Link to Monitor CI option for displaying and searching within the CI views.

virtual relationship

A relationship between two graph nodes that come from different data stores. The instances of these relationships do not exist in any data store and are created during FTQL calculation.

wiring

Within Service Health and MyBSM, wiring refers to how components on a page interact with one another. For example, you can set up a page so that if you select a CI in one component, the other components on the page focus on that CI as well.

