HP Service Health Reporter 9.00

Handbook of Reports
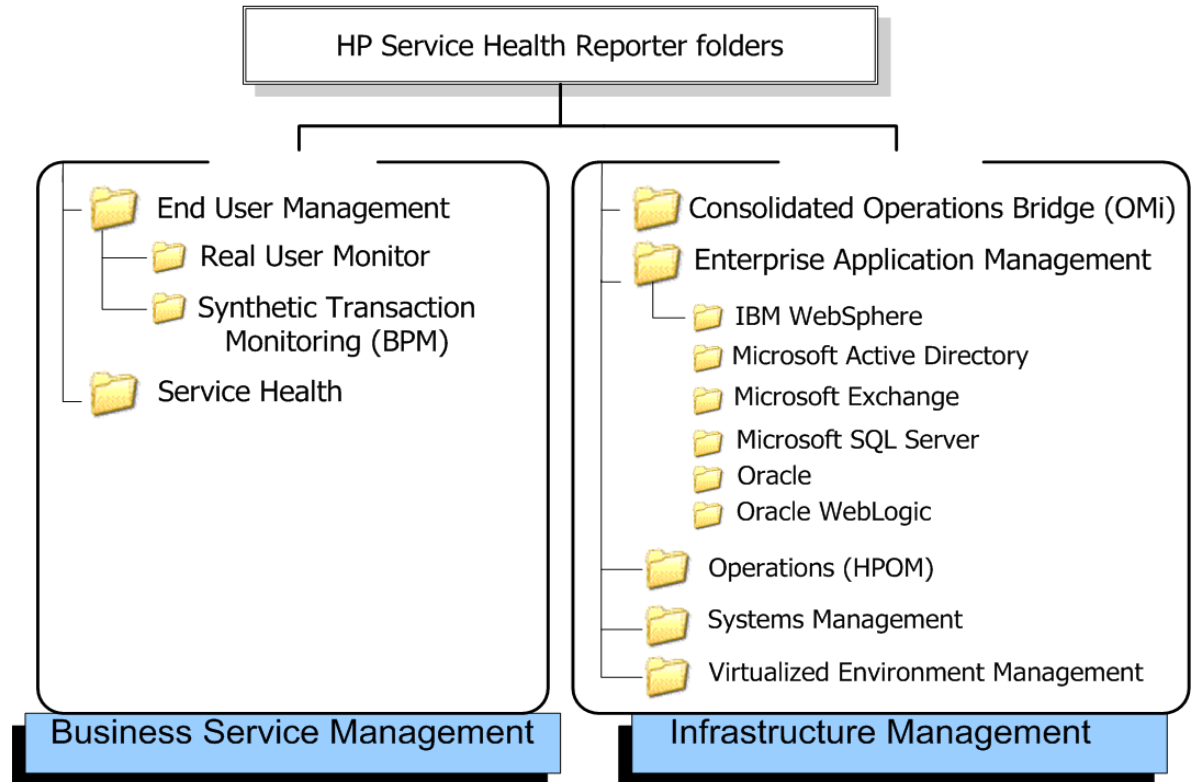
Introduction

This document provides an overview of all the reports available in the HP SH Reporter, which are divided into two broad categories:

- Business Service Management
- Infrastructure Management

The following graphic shows you the list of folders under both these categories:

Business Service Management

The Business Service Management category contains reports on end-user monitoring, both real time and simulated.

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.

Table 1. RUM Reports

Report Group	Report Name	Description
Executive Summary	Application Executive Summary	Provides a summarized view of a business application's availability and performance based on historical data collected from RUM.
	Application Infrastructure Summary	Provides statistical and graphical information about resource utilization of the host on which the business application is running, and the availability and response times of the application. This is a cross-domain report that displays System Management data for the RUM monitored systems that are hosting the application.
	Application Infrastructure Usage	Displays a list of the top five and bottom five business applications with the best and worst response times respectively, based on the historical real data collected from RUM. This is a cross-domain report that displays System Management metric data for the systems that are hosting the business applications.
	Application View (Synthetic and Real)	Displays a business application's availability and performance based on the historical data collected from BPM and RUM. This is a cross-domain report that collects and displays fact data for an application from BPM and RUM and infrastructure fact data from System Management.
	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.
	Application Transaction Summary	Displays the performance and availability measurements of transactions for a specific business application over a given period of time. The report also measures the utilization of the system resources. This is a cross-domain report that displays System Management metric data for the systems that are hosting the application.
	TCP Network Usage	Displays the availability of the server that hosts the business application, the number of requests handled by the server, and the traffic throughput for the applications on the server over a given period of time.
	Top 5 Hosts	Displays a list of the top five hosts based on the number of bytes handled by the server over a specific period of time.

Table 1. RUM Reports

Report Group	Report Name	Description
Performance Analysis	Application Performance	Displays a list of the top five and the bottom five applications, transactions, and host servers based on the historical synthetic and actual data gathered from BPM and RUM. This is a cross-domain report that collects and displays metric data for an application from BPM and RUM and infrastructure metric data from System Management.
	Application Performance Detail	Displays a selected business application's performance such as response time, number of users accessing the application, and the resource utilization of the host over a specific period of time. This is a cross-domain report that displays System Management metric data for the systems that are hosting the application.
	End User Group 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.
	Top 5 Actions	Displays the top five and bottom five actions based on availability, the top five and bottom five application tiers based on the number of hits, and the top five and bottom five host servers based on the CPU usage. This is a cross-domain report that displays System Management metric data for the systems that are hosting the application.
	Top 5 Applications and Servers	Displays a list of the top five applications based on response time, request hits, bytes of information requested, and servers based on CPU usage and memory usage. This is a cross-domain report that displays data from the System Management reports for the RUM monitored systems that are hosting the applications.
	Top 5 Applications, End User Groups and Hosts Performance	Displays a list of the top five business applications based on response times, the top five end-users groups based on request hits and event counts, and the top five hosts based on CPU and memory utilization. This is a cross-domain report that displays data from the System Management reports for the RUM monitored systems that are hosting the applications.
	Top 10 Broken Links	Displays the top five business applications with the highest number of broken link events generated.

Synthetic Transaction Monitoring (BPM)

The BPM reports show you summarized as well as detailed information about the performance, availability, and status of BPM transactions.

Table 2. BPM Reports

Report Group	Report Name	Description
Adhoc	Adhoc Search	Displays the availability, response time, and overall performance of different components of different business applications based on the metrics collected in the past seven days.
Executive Summary	Application Summary	Provides the complete overview of the performance, availability, and status of the business applications along with the performance of the host machines on which the applications are running.
	Error Summary	Provides a consolidated view of all the errors that occurred.
	Executive Summary	Displays the response time (in milliseconds) and availability (in percentage) of all the applications, business transaction flows, locations, and end user groups.
	Top 5 Instances	Displays the top five and bottom five applications, business transaction flows, locations, and end-user groups based on either availability percent or response time.
Performance	Network Analysis	Displays the network analysis based on the data gathered by WebTrace.
	Performance Summary	Displays the average response time and fail count (in percentage) of the selected applications, business transaction flows, end-user groups, and locations over the selected time period.
	Transaction Analysis	Displays consolidated and in-depth information about the performance and availability of the transactions (in a particular business application) run over the selected time period.

Service Health

The Service Health reports provides an overview of the overall health of your business service and the summary of the key process indicators for each of the configuration items.

Table 3. Service Health reports

Report Group	Report Name	Description
NA	KPI Overview	Displays the Key Performance Indicators' (KPI) status for the selected configuration items (CIs) belonging to the selected CI types for the previous month. Additionally, it also displays the KPI status for the previous day.
	Health Indicator Overview	Displays the Health Indicator (HI) status for the selected configuration items type over the previous month. Additionally, it also displays the HI status for the previous day.
Service Health Trend	Health Indicator Status Over Time	Displays the HI status for the selected CI.
	KPI Status Over Time	Displays the KPI's status for the selected CI.

Infrastructure Management

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

Consolidated Operations Bridge (OMi)

The OMi reports provides information about the events generated by HPOM.

Table 4. OMi Reports

Report Group	Report Name	Description
NA	Event Assignment by Group	Displays the summary of the events assigned for each of the groups. The report displays data collected during the previous month.
	Event Assignment By Users	Displays the summary of the events assigned by each of the users. The report displays data collected during the previous month.
	Event Summary	Displays the overall events summary and event duration summary for all configuration items. The report displays data collected during the previous month.
	Event Summary by Application	Displays the overall event summary and event duration details for the selected applications. The report displays data collected during the previous month.
	Event Summary by Category	Displays the overall event summary and event duration details for the selected applications. This report is generated for all the categories belonging to an application. The report displays data collected during the previous month.
	Event Summary by CI	Displays the overall event count, event categorization, event severity categorization, and event duration based on the events raised for different configuration items present on the selected business view. The report displays data collected during the previous month.
	Top N Users and Groups by Events Assigned	Displays the list of top five users and groups based on the events assigned for them over the last seven days.
Event Trends	Event Distribution Over Time	Displays the event count details and the distribution details of the events for a configuration item. It also shows the graph of events based on the amount of time taken to acknowledge, resolve, and close the events.

Enterprise Application Management

This group contains reports on the various IT infrastructure components.

IBM WebSphere

The IBM WebSphere reports display the availability, utilization, and performance information about the IBM WebSphere servers available in your business service.

Table 5. IBM WebSphere Reports

Report Group	Report Name	Description
Executive Summary	Enterprise JavaBeans (EJB) Performance Overview	Displays the average and maximum values of EJB method calls rate, EJB method response time, Percentage of times a call to retrieve an EJB from the pool failed, and the size of the pool.
	Enterprise JavaBeans (EJB) Quick View	Displays the number of times EJB was loaded from the database per minute and the number of bean objects in the EJB pool.
	Enterprise JavaBeans (EJB) Top 10	Displays the top ten EJB pools present on the specified server with the pools having the highest average of the number of active beans.
	Executive Summary	A cross-domain report that contains system information about the WebSphere servers and the hosts on which they are running. It gives the inventory information about the hosts, the capacity usage, and the Grade of Service (GoS) summary of the hosts. It also gives the severity of the incoming messages from the WebSphere Hosts. Additionally, it also displays the forecast information for the host over the next thirty days.
	Java Database Connectivity (JDBC) Quick View	Displays the top five JDBC pools based on the average number of JDBC connections allocated and returned by applications per second, the average number of connections in the connection pool, the average time that a client waited for a connection, and the average number of times that a client timed out waiting for a connection from the pool.
	Java Database Connectivity (JDBC) Top 10	Displays the top ten JDBC pools based on the percentage of connections that are being used from each of the pools.
	Servlet Performance Overview	Displays the number of requests for a servlet per second and the response time for those requests in milliseconds.
	Servlet Quick View	Gives a brief overview of the servlet performance and the number of errors occurring in it.
	Thread Pool Performance Overview	Displays the number of active threads in a pool during the collection interval and the total number of threads in a pool during collection interval.
	Thread Pool Quick View	Displays the percentage of times threads in the pool reached the configured maximum size and the number of threads created per minute.
	Top 5 Summary	Displays the lists of the top five systems based on the Java Virtual Machine (JVM) memory utilization percentage, Thread Pool utilization percentage, Enterprise JavaBeans (EJB) utilization percentage, and Java Database Connectivity (JDBC) utilization percentage.
	Xcelsius Report	Integrates data from various WebSphere reports, and presents the data in a unified manner. Using this data, various metric details for both the host and the server are displayed on the dashboard.

Table 5. IBM WebSphere Reports

Report Group	Report Name	Description
Performance	Enterprise JavaBeans (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 times a call to retrieve an EJB from the pool failed, and the average size of the EJB pool.
	Enterprise JavaBeans (EJB) Utilization	Displays the percentage of active beans in the connection pool.
	Java Virtual Machine (JVM) Utilization Details	Displays the percentage of heap space used in the JVM.
	Java Database Connectivity (JDBC) Pool Size and Timeout Details	Displays that number of connections present in the connection pool and the number of times that a client timed out while waiting for a connection.
	Java Database Connectivity (JDBC) Pool Throughput and Wait Time Details	Displays the number of connections successfully allocated per second and the amount of time that a client waited for a connection.
	Java Database Connectivity (JDBC) Utilization Details	Displays the percentage of connections being utilized from the selected connection pool.
	Java Database Connectivity (JDBC) Wait Count	Displays the number of threads waiting for a connection from the connection pools.
	Java Virtual Machine (JVM) Utilization Details	Displays the percentage of heap space used in the JVM.
	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 host.
	Servlet Performance Details	Displays the number of requests for a servlet per second and the time taken to respond to those requests.
	Thread Pool Performance Details	Displays the total number of threads in a thread pool, the number of active threads, and the number of idle threads.
	Transaction Duration Details	Displays the time taken for global transactions and local transactions, and the time taken to commit global transactions and local transactions.
	Transaction Performance Details	Displays the details about the transactions (both global and local) taking place.

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, and CPU, memory, Directory Information Tree (DIT) disk, and log file disk utilization details for all DCs.

Table 6. Microsoft Active Directory Reports

Report Group	Report Name	Description
Adhoc	AD Adhoc Comparison	Displays the resource utilization for the selected DCs.
Executive Summary	AD Availability	Displays the availability details of the domains for the selected DCs.
	FSMO Role Holder Movement	Displays information about the success or failure of the FSMO role movement between different DCs over for a specific time period.
Performance	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 your Active Directory service.
	DC Health	Enables you to explore the possible effects of the unavailability of a GC server on the DC.

Microsoft Exchange

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

Table 7. Microsoft Exchange Reports

Report Group	Report Name	Description
Executive Summary	Exchange Mailbox Summary	Displays the summary of all the mailboxes present on a particular server.
	Exchange Mail Server Comparison	Displays the graphical comparison of the mailbox sizes in the specified server. It also compares the public folder sizes present in the server.
	Exchange Mail Server Summary	Displays the database summary, users' summary, and the message count summary for all the mail boxes and public folders present on the specified server.
	Exchange Source and Destination Mails Comparison	Displays the comparison between the number of messages sent internally and the number of messages sent externally, and the comparison between the number of messages received internally and the number of messages received externally.
	Exchange Top 10 Mail Senders and Recipients	Displays the list of top ten message senders and receivers on the specified server.
	Exchange Top 10 Mailbox Sizes	Displays the list of the top ten mailboxes belonging to the specified server. The mailboxes are sorted in descending order of their sizes.
	Exchange Top 10 Public Folders	Displays the list of the top ten public folders belonging to the specified server. The public folders are sorted in descending order of their sizes.
	Xcelsius Report	Gives a consolidated view of the site metrics. Using the dashboard, you can get an idea about the performance of the site. Using this data, you can come up with new solutions to increase your site performance.
Performance	Exchange Edge Transport Queue Details	Displays the number of messages in each queue of the Exchange Edge Transport server.
	Edge Transport SMTP Details	Displays the number of SMTP bytes and messages sent and received and the total number of inbound and outbound SMTP connections.
	Hub Transport 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.
	Exchange Mailbox Details	Displays the mailbox size details and the sent messages and the delivered messages details.
	Exchange Mailbox Usage	Displays the details of the mailbox usage and the Public folder usage.
	Exchange Public Folder Details	Displays the public folder size details and the sent and delivered messages details.

Microsoft SQL Server

The Microsoft SQL Server reports display performance, health, and resource requirement information for the SQL Server databases available in your environment and the instances running on these database servers.

Table 8. Microsoft SQL Server Reports

Report Group	Report Name	Description
Executive Summary	MSSQL Availability Summary	Displays the health and performance level for the all hosts and SQL Server instances.
	MSSQL Database Space Usage Top 10	Provides comparative information about the tables with the lowest available space in the selected host, SQL Server instance, and SQL Server database.
	MSSQL Instance Space Usage Top 10	Lists the top ten SQL Server databases and virtual devices based on the free space availability for a selected host.
	MSSQL Performance Summary	Provides information about the key performance metrics for all hosts and SQL Server instances.
	DB MSSQL Dashboard	Integrates data from multiple SQL Server reports, and presents the data in a unified manner. The SQL Server Content Pack aggregates the collected data to generate reports for the last seven days.
Performance	MSSQL Database Connection Summary	Provides information about the server connection counts to a Microsoft SQL Server database for the selected host and SQL Server instance.
	MSSQL Database Input and Output Statistics	Provides information about the outstanding read and write rates of a database instance for the selected host and SQL Server instance.
	MSSQL Database Locks Summary	Provides a summary of the database locks usage by a SQL Server database for the selected host and SQL Server instance.
	MSSQL Database Performance Summary	Provides information about the key database performance metrics for the selected host and SQL Server instance.
	MSSQL Database Space Usage Details	Displays the space utilization of a SQL Server database for the selected host and SQL Server instance.
	MSSQL Database Table Space Usage Details	Displays the aggregated amount of space used by a tablespace on the selected host, SQL Server instance, and database.
	MSSQL Detail Server Transaction Summary	Provides a summary of the transaction details for the selected host and SQL Server instance.
	MSSQL Instance Availability Detail	Provides information about the availability of a database instances that are running on a selected host.
	MSSQL Server Cache Hit and Buffer Ratio	Provides information about the cache and buffer details of a selected host and SQL Server instance.
	MSSQL User Connection Summary	Provides information about user connection to a database instance for the selected host and SQL Server instance.
	MSSQL Virtual Device Space Usage Details	Provides information about the space utilized by virtual devices running on the selected host and SQL Server instance.

Oracle

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

Table 9. Oracle Reports

Report Group	Report Name	Description
Executive Summary	Oracle Availability Summary	Displays the health and performance level for the selected hosts. This report displays the up time, down time, and unknown time of each Oracle instance available on the selected host. This is a cross domain report which displays the CPU and memory utilization information of the selected host available on the Systems Management reports.
	Oracle Instance Bottom 10	Displays 10 Oracle instances based on their up time and the free space available on each of them.
	Oracle Instance Top Five Load and Efficiency	Displays the five busiest Oracle instances and the five Oracle instances that are facing the highest performance problems.
	Oracle Performance Summary	Displays the health and performance of Oracle shared pool and cache memory for the instances running on the selected host. This is a cross domain report which displays the CPU and memory utilization information of the selected host available on the Systems Management reports.
	Oracle Tablespaces - Top and Bottom 10	Displays the top and bottom 10 Oracle tablespaces based on the available free space and the tablespace input or output.
	Oracle Database Server Xcelcius Report	Integrates data from various Oracle reports and presents the data in a unified manner.

Table 9. Oracle Reports

Report Group	Report Name	Description
Performance	Oracle Archive Device Detail	Displays the archive device utilization for the selected instance that is running on the selected host and instance.
	Oracle Disk and Memory Sort Detail	Displays the disk sort and memory sort rate for the selected instance that is running on a selected Oracle host system.
	Oracle Enqueue Detail	Displays the Enqueue status for the selected Oracle instance that is running on a specific Oracle host system.
	Oracle Instance Availability Detail	Displays the availability of the specified instance that is running on a selected host for a given time period.
	Oracle Instance Space Utilization Detail	Displays the total amount of space used by all the Oracle instances that are running on the selected Oracle host system.
	Oracle Lock Detail	Displays the lock status for the selected Oracle instance running on a specific Oracle host system.
	Oracle Multi-Threaded Server (MTS) Detail	Displays the MTS detail for the selected instances that are running on a specific host system.
	Oracle Redo Detail	Displays the status information of various redo activities that the selected Oracle instance running on a specific Oracle host system performs.
	Oracle Segment Detail	Displays the performance of the extents and segments available for the selected instance that are running on a specific Oracle host system.
	Oracle Shared Pool and Cache Performance Detail	Displays the health and performance of the Oracle shared pool and cache for the selected host running on a specific Oracle host system.
	Oracle SQL Performance Detail	Displays the SQL performances of the specific instances running on a selected Oracle host system. You can use the report to analyze the SQL performance for each instance and preserve SQL efficiency for varying transaction loads.
	Oracle Tablespace Detail	Displays the average tablespace utilization for the selected instance running on the specified host.
	Oracle Tablespace Space Utilization Detail	Displays the aggregated amount of space for the selected tablespaces running on instance on a specific Oracle host system.
	Oracle User and Session Detail	Displays the logon count and session count for a specific Oracle instance running on a selected Oracle host system over the specified time period.
	Oracle User Call Detail	Displays the performance of the user call for the selected instance running on the selected Oracle host system.

Oracle WebLogic

The Oracle WebLogic reports provide information on the processes, health, and availability of the Oracle WebLogic servers underlying your business service.

Table 10.Oracle WebLogic Reports

Report Group	Report Name	Description
Executive Summary	Enterprise JavaBeans (EJB) Top 10 Pool	Displays the percentage of used EJBs in the cache. The EJB pools are sorted in descending order based on the average cache hit percentage.
	Execute Queue Performance Summary	Displays the average and maximum Throughput Rate, Utilization Percentage and Wait Count of the Execute Queue for servers present on the selected host.
	Executive Summary	A cross-domain report which contains system information about the WebLogic servers and the hosts on which they are running. It gives the inventory information about the hosts, the capacity usage, and the Grade of Service (GoS) summary of the hosts. It also gives the severity of the incoming messages from the WebLogic Hosts. Additionally, it also displays the forecast information for the host over the next thirty days.
	JDBC Connection Pool Summary	Displays the top five and the bottom five JDBC connection pools based on the average delay time, leak rate, average utilization percentage, and the average throughput rate.
	Java Message Service (JMS) Performance Summary	Displays the number of messages and bytes passed, per second, through the available JMS servers and the percentage of each JMS server utilized by the messages and bytes.
	Servlet Performance Summary	Displays the number of requests for a servlet per second and the execution time for a servlet in millisecond.
	Top 5 Summary	Displays the lists of the top five systems based on the Java Virtual Machine (JVM) memory utilization percentage, Execute Queue wait count, Java Database Connectivity (JDBC) wait count, and Enterprise JavaBeans (EJB) wait rate.
	Xcelsius Report	Integrates data from various WebLogic reports, and presents the data in a unified manner. Using this data, various metric details for both the host and the server are displayed on the dashboard.

Table 10.Oracle WebLogic Reports

Report Group	Report Name	Description
Performance	Enterprise Java Beans (EJB) Availability Details	Displays the number of times per minute that no EJB instances were available from the free pool and the number of times that a client timed out while waiting for an EJB.
	Enterprise JavaBeans (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.
	Enterprise JavaBeans (EJB) Transaction Performance	Displays the number of successful EJB transaction taking place per second and the number of EJB transactions rolled back per second.
	Execute Queue Performance Details	Displays the average and maximum number of requests serviced by an execute queue per second, the Utilization Percentage, and the number of client requests waiting to be serviced.
	Java Database Connectivity (JDBC) Connection Pool Details	Displays the number of clients serviced by a connection pool per second, the amount of time the client has to wait for a JDBC connection from the connection pool, the amount of connections in the connection pool which are utilized, and the leak rate of the connection pool.
	Java Database Connectivity (JDBC) Wait Count Details	Displays the number of clients waiting for a connection from the connection pool.
	Java Message Service (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.
	Java Virtual Machine (JVM) Utilization	Displays the heap space utilized by the selected host and server.
	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.
	Servlet Performance Details	Displays the number of requests for a servlet per second, and the average execution time for a servlet in milliseconds.
	Transaction Performance Details	Displays the number of transactions processed per second and the average commit time taken for each transaction.
	Transaction Rollback Error Details	Displays the percentage of transactions rolled back due to resource error, application error, time out error, and system error.

Operations (HPOM)

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

Table 11. HP Operations Manager Reports (OM)

Report Group	Report Name	Description
NA	HPOM Message Details	Displays the details about the messages that are sent to the console of a specified HP Operations Manager management server.
	HPOM Message Trend and Responsiveness	Display the total number of messages that are sent to the console of a specified HPOM management server and the amount of time taken to acknowledge them. If the time taken is consistently too long, then you can look into the cause and resolve the problem before they impact the customers.
	HPOM Operator Details	Displays operator-wise details about the messages sent to the console of the selected HPOM management server.
	HPOM Service Log	Displays the number of severity messages for a particular service running on the nodes.
	HPOM Top 10 Active Message	Displays information about the applications, services, nodes, and node groups that have a maximum number of active messages. More active messages means that the application, service, node, or node group has problems and requires attention.

System Management

The System Management reports help you anticipate resource problems in your IT environment before they become serious. The reports display historical information about the performance and availability of key system resources. From higher level executive reports, you can navigate to detailed reports to analyze the root cause of problems in the long-term.

Table 12. System Management Reports

Report Group	Report Name	Description
Exceptions	SM Exception Detail	Enables you to view detailed exceptions on the selected system. For the selected system for the specified time period, this report displays the exceptions found in CPU utilization, run queue, memory utilization, swap utilization, and memory page out values.
Execution Summary: Agent_OM	SM System Total Usage	Displays the usage of key system resources of the selected system(s) in your IT environment.
Execution Summary	SM Business Service Executive Summary	Displays the five business services that have the highest grade of service and the five business services that were unavailable for the longest duration of time.
	SM Exception Hotspots	Displays a list of systems that have exceeded the predefined threshold values for key system resources.
	SM Heat Chart	Enables you to identify systems that have crossed the predefined threshold values for CPU utilization, memory utilization, physical disk I/O rate, and network I/O rate.
	SM System Availability	Enables you to view the availability details of selected system(s) in your IT environment.
	SM Executive Summary	Displays the overall status of your physical systems. It enables you to view the summary of present and forecasted capacity and usage data of system resources, along with the grade of service and exceptions in your IT environment.
	SM System Grade of Service	Displays the values of individual metrics that together constitute the system grade of service (GoS).
	SM System Inventory	Displays the overall information and values of key resources for the systems in your business service and business view.
	SM System Quick View	Displays the historical utilization of key system resources for the selected systems.
	SM System Resource Executive Forecast	Displays a list of all systems that are projected to exceed the threshold values of CPU, memory, and file system utilization in the next 30 days. You can launch the detailed reports for each system to identify the exact problem and take necessary action to prevent exceeding the threshold utilization capacity.
	SM System Executive Summary	Enables you to identify the top five and bottom five systems, vendors, and operating systems in terms of the usage or performance over time.
Forecast	SM System Resource Forecast	A detailed forecast report showing the projected utilization of CPU, memory, and file system over the next 30, 60, and 90 days.
	SM System Resource Optimization	Displays the systems that are projected to exceed 90 percent utilization or have less than 30 percent utilization of key system resources over the next 90 days.

Table 12. System Management Reports

Report Group	Report Name	Description
Performance: Agent_OM	SM Application Performance Detail	Displays the historical CPU utilization, virtual memory utilization, and process count of the applications running on the selected system(s). Note that the report displays only those applications that have been configured in HP Performance Agent running on that system.
	SM Application Performance Top Ten Report by CPU Utilization	Displays the ten applications in your business service and business view with highest CPU utilization and the ten applications with lowest CPU utilization for a given period of time.
	SM CPU detail	Displays the historical CPU utilization information in system and user mode, and the rate of context-switches and interrupts for the selected system(s) over a specific time period.
	SM File System detail	Displays the average, maximum, and 95th percentile of file system utilization of the selected system(s) over time.
	SM Logical Volume Detail	Displays the details of logical volume on the selected physical host.
	SM Net Interface Detail	Displays the rate of in/out packets and errors for all the network interfaces in the selected system(s). It also enables you to view the comparison of collision rate and network speed against their maximum values on the selected system(s) and interface(s).
	SM Physical Disk Detail	Displays the trend in read/write rate and read/write byte rate of the physical disks on the selected system(s). It also displays the trend of utilization and request queue of the physical disks on the selected system(s).
	SM Process Detail	Displays the trend in CPU utilization by the processes running on the selected system(s). It also displays the trend in total thread count and virtual memory by the processes running on the selected system(s).
	SM Systems Top Ten Report By Completed Transactions	Displays the ten systems that have completed the most or least number of transactions as defined in HP Performance Agent for a given period of time.
	SM Systems Top Ten Report By Network Volumes	Displays the ten systems that have the highest and the least network volumes in your business service or business view for a given period of time.
	SM Top Ten CPU Bottleneck	Displays the ten systems in your IT environment that are experiencing very high CPU utilization and the ten systems experiencing very low CPU utilization.
	SM Transaction Detail	Displays the detailed trend in performance of each of the transactions running on selected systems.

Table 12. System Management Reports

Report Group	Report Name	Description
Performance	SM Memory Detail	Displays the trend in key memory utilization metrics of the selected host system(s) in your IT environment.
	SM System Comparison	Provides an overall picture of the selected systems in your IT environment and enables you to compare their key system resource metrics. You can click the report tabs and use the three additional documents to view the trends in peak values, seasonality, and the 90th percentile of key system resource metrics of the selected systems.
	SM System Usage detail	Displays the details of usage of key system resources of the selected system(s) in your IT environment.
	SM Systems Top Ten Report By CPU Utilization	Displays the ten systems in your business service and business view with highest CPU utilization and the ten systems with lowest CPU utilization for a given period of time.
	SM Systems Top and Bottom Ten Report By File System Utilization	Displays the ten systems in your business service and business view with highest file system utilization and the ten systems with lowest file system utilization for a given period of time.
	SM Systems Top and Bottom Ten Report By Memory Utilization	Displays the ten systems in your business service and business view with highest memory utilization and the ten systems with lowest memory utilization for a given period of time.
	SM Top Ten Memory Bottleneck	Displays the ten systems in your business service and business view that have the highest and least memory bottlenecks.
	SM Systems Top Ten Report By Availability	Displays the ten systems in your business service or view that are unavailable most of the time (bottom ten) and the ten systems that are available most of the time (top ten).

Virtualized Environment Management

The Virtualized Environment Management reports display the performance data about the virtual machines installed in your IT environment.

Table 13. Virtualized Environment Management Reports

Report Group	Report Name	Description
Executive Summary	SM Logical System Entitlement Configuration	Displays the entitlement configuration on a particular host server and also lists all the guest instances running on it during the previous day.
	SM Logical System Executive Summary	Displays the top/bottom five logical systems, based on the average memory utilization, for the last thirty days.
	SM Physical System summary	Displays the CPU, Memory, Disk, and Network I/O information for a physical system.
Performance	SM Logical System Details	Displays the performance details of the key measures of the selected logical system.
	SM Logical System Host Top 10	Lists the top/bottom ten hosts based on the measure selected from the filter list present on the Report Filter toolbar.
	SM Logical System Performance Comparison Per Host	Enables you to compare the CPU and memory utilization of the selected hosts over a specific period of time. It also enables you to compare the CPU and memory utilization trends between the logical systems present on the selected hosts.
	SM Logical system Top 10	Lists the top and bottom ten logical systems based on the measure selected from the filter present on the Report Filter toolbar.

Table 13. Virtualized Environment Management Reports

Report Group	Report Name	Description
VMWare ESXi: HP Performance Agent Metrics	SM Logical System ESXi Availability	Displays the availability percentage of logical systems present on the specified hosts, their total duration of time when they were down (in minutes), and the name of the cluster to which they belong.
	SM Logical System ESXi Availability Details	Displays the availability of a logical system running on the selected physical host, cluster, or resource pool. This report also displays the total down time (in minutes) of the specified hosts and logical systems.
	SM Logical System ESXi CPU Bottleneck Details	Lists the CPU bottleneck details for the selected Logical System.
	SM Logical System ESXi Host Guest Utilization Comparison	Gives the resource utilization comparison between physical host, resource pool, and logical system.
	SM Logical System ESXi Inventory	Displays the configuration details and previous day's performance of the selected physical hosts, logical systems, and resource pools.
	SM Logical System ESXi Memory Bottleneck Details	Displays the memory bottleneck details for the specified logical systems. This report also displays the average utilization trend of the entitled memory and the physical memory.
	SM Logical System ESXi Resource Pool Details	Displays the CPU cycle trend and the CPU utilization trend for the specified resource pool. This report also displays entitled memory details and the memory utilization details for the specified resource pool.
	SM Logical System ESXi Top 10 CPU Bottleneck	Displays the top ten logical systems for the selected host, ordered by CPU ready utilization.
	SM Logical System ESXi Top 10 Hosts	Displays the top and bottom ten ESXi hosts based on the measure selected from the filter present on the Report Filter toolbar.
	SM Logical System ESXi Top 10 Memory Bottleneck	Displays the top ten logical systems ordered by average physical memory utilization for the selected host.
	SM Logical System ESXi Top and Bottom 10	Displays the top and bottom ten ESXi logical systems based on the measure selected from the filter present on the Report Filter toolbar.
VMWare ESXi: SiteScope Reports	SM Logical System ESXi SiS Host Guest Utilization Comparison	Displays the comparison of the physical hosts and the guest systems present on the selected physical hosts.
	SM Logical System ESXi SiS Inventory	Displays the inventory details of the logical systems present in the selected business service.
	SM Logical System ESXi SiS Quick View	Displays the key system measure details for the selected logical systems.

We appreciate your feedback!

If an email client is configured on this system, click Send Email

If no email client is available, copy the following information to a new message in a web mail client and send the message to **docfeedback@hp.com**.

Product name and version: HP Service Health Reporter 9.00

Document title: Handbook of Reports

Feedback: