

HP Service Health Reporter 9.10

Handbook of Reports



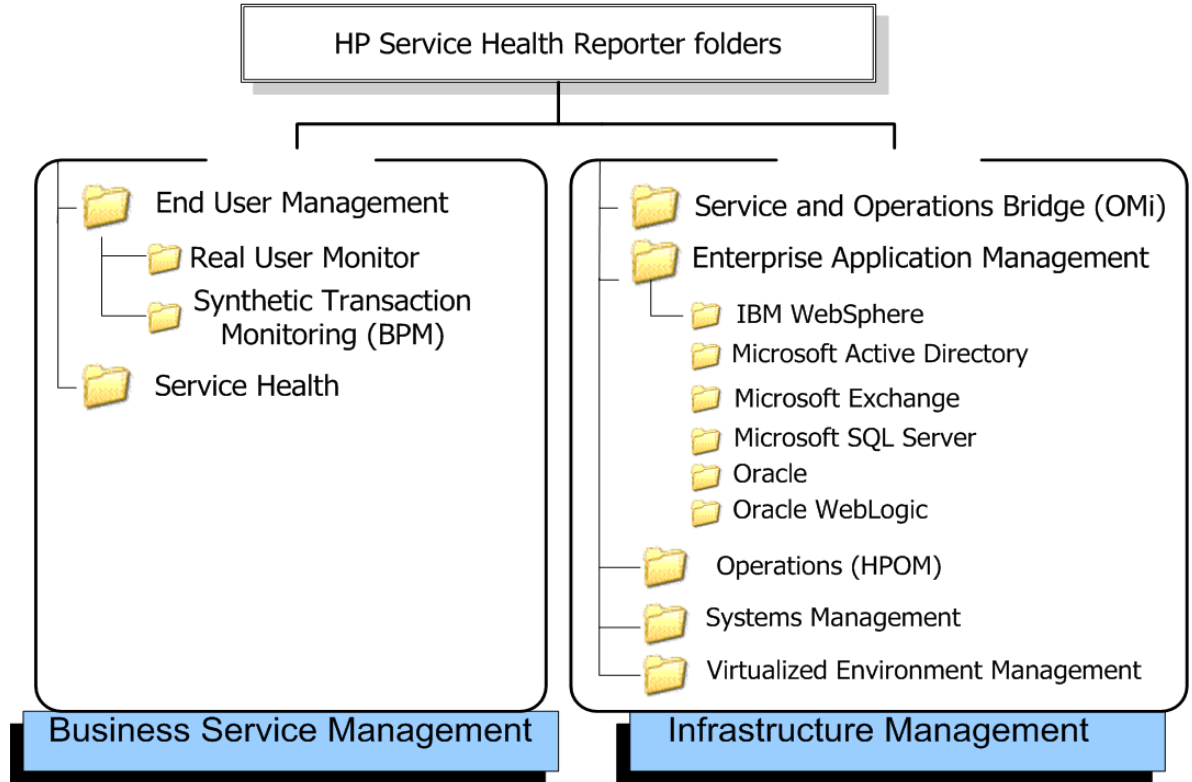
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Introduction

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

- Business Service Management
- Infrastructure Management

The following image 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

The Real User Monitor (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
<i>Executive Summary</i>	RUM Application Executive Summary	Provides a summarized view of a Business Application's availability and performance based on historical data collected from RUM.
	RUM Application Infrastructure Forecast	Displays the application summary and the infrastructure usage of the node hosting application over a period of 30 days. This report also forecasts the infrastructure usage by the application for the next 30, 60, and 90 days.
	RUM Application Infrastructure Summary	Provides statistical and graphical information about resource utilization of the node on which the Business Application is running, and the availability and response times of the Business Application. This is a cross-domain report that displays System Management data for the RUM monitored systems that are hosting the Business Application.
	RUM Application Infrastructure Usage	Displays a list of the top five and bottom five Business Application 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 nodes that are hosting the Business Applications.
	RUM 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 a Business Application from BPM and RUM and infrastructure fact data from System Management.
	RUM Application Sessions 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 Transaction Summary	Displays the performance and availability measurements of Business Transactions for a specific Business Application over a given period of time. The report also measures the utilization of the node resources. This is a cross-domain report that displays System Management metric data for the nodes that are hosting the Business Application.
	RUM Network Usage	Displays the availability of the node that hosts the Business Application, the number of requests handled by the node, and the traffic throughput for the applications on the node over a given period of time.
	RUM Top 5 Nodes	Displays a list of the top five nodes based on the number of bytes handled by the node over a specific period of time.

Table 1. RUM Reports

Report Group	Report Name	Description
<i>Performance Analysis</i>	RUM Application Performance	Displays a list of the top five and the bottom five Business Applications, Business TransactionBusiness Transactions, and nodes 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 a Business Application from BPM and RUM and infrastructure metric data from System Management.
	RUM Application Performance Detail	Displays a selected Business Application's performance such as response time, number of users accessing the Business Application, and the resource utilization of the node over a specific period of time. This is a cross-domain report that displays System Management metric 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 five and bottom five actions based on availability, the top five and bottom five Business Application tiers 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 Management metric data for the nodes that are hosting the Business Application.
	RUM Top 5 Applications and Nodes	Displays a list of the top five Business Applications based on response time, request hits, bytes of information requested, and nodes 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 Business Applications.
	RUM Top 5 Applications, End User Groups and Nodes 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 nodes based on CPU and memory utilization. This is a cross-domain report that displays data from the System Management reports for the RUM-monitored nodes that are hosting the Business Applications.
	RUM Top 10 Broken Links	Displays the top 10 Business Applications with the highest number of broken link events generated.

Synthetic Transaction Monitoring

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

Table 2. BPM Reports

Report Group	Report Name	Description
<i>Adhoc</i>	BPM Adhoc Search	Displays the availability, response time, and overall performance of the different components of different Business Applications based on the metrics collected in the past seven days.
<i>Executive Summary</i>	BPM Application Summary	Provides an overview of the performance, availability, and status of the Business Applications along with the performance of the node on which the Business Applications are running.
	BPM Error Summary	Provides a consolidated view of all the errors that occurred.
	BPM Executive Summary	Displays the response time (in milliseconds) and availability (in percentage) of all the Business Applications, Business Transaction Flow, locations, and end-user groups.
	BPM Top 5 Instances	Displays the top five and bottom five Business Applications, Business Transaction Flows, locations, and end-user groups based on either availability percentage or response time.
<i>Performance</i>	BPM Network Analysis	Displays the network analysis 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 over the selected time period.
	BPM Transaction Analysis	Displays consolidated and in-depth information about the performance and availability of the Business 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 Performance Indicators (KPIs) for each of the configuration items (CIs).

Table 3. Service Health Reports

Report Group	Report Name	Description
<i>NA</i>	KPI Overview	Displays the KPI status for the selected CIs belonging to the selected CI types for the previous month. Additionally, it displays the KPI status for the previous day.
	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.
<i>Service Health Trend</i>	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.

Service and Operations Bridge (OMi)

The OMi reports provides information about the events generated by HP Operations Manager (HPOM).

Table 4. OMi Reports

Report Group	Report Name	Description
<i>NA</i>	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.
	Event Distribution Executive Summary	Displays the summary of the event distribution by application, Event Type Indicator (ETI), and CI type. The report displays data collected during the last 30 days of the specified date.
<i>Detail Events</i>	OMi Event Assignment by Group	Displays the summary of the events assigned for each of the groups. The report displays data collected during the last 30 days of the specified date.
	OMi Event Assignment by Users	Displays the summary of the events assigned by each of the users. The report displays data collected during the last 30 days of the specified date.
	OMi Event Summary by Application	Displays the overall event summary and event duration details for the selected applications. The report displays data collected during the last 30 days of the specified date.
	OMi 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 last 30 days of the specified date.
	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. The report displays data collected during the last 30 days of the specified date.
	OMi Event Summary by ETI	Displays the overall event count, event categorization, event severity categorization, and event duration based on the ETI. The report displays data collected during the last 30 days of the specified date.
	OMi Top 5 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.
<i>Event Trends</i>	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.

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
<i>Executive Summary</i>	WebSphere EJB Performance Overview	Displays the average and maximum values of JavaBeans (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.
	WebSphere 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.
	WebSphere EJB Top 10	Displays the top 10 EJB pools present on the specified server based on the percentage of active beans present in the EJB pools.
	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 gives 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 JDBC Quick View	Displays the top five Java Database Connectivity (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 while waiting for a connection from the pool.
	WebSphere JDBC Top 10	Displays the top 10 JDBC pools based on the percentage of connections that are being used from each of the pools.
	WebSphere Servlet Performance Overview	Displays the number of requests for a servlet per second and the response times for those requests in milliseconds.
	WebSphere Servlet Quick View	Gives a brief overview of the servlet performance and the number of errors occurring in it.
	WebSphere Thread Pool Performance Overview	Displays the number of concurrently active threads in a pool during the collection interval and the total number of threads in a pool during the collection interval.
	WebSphere Thread Pool Quick View	Displays the percentage of times the threads in the pool reached the configured maximum size and the number of threads created per minute.
	WebSphere Top 5 summary	Displays the top five systems based on the Java Virtual Machine (JVM) memory utilization percentage, Thread Pool utilization percentage, EJB utilization percentage, and JDBC utilization percentage.
	WebSphere Application Server Dashboard	Integrates data from various WebSphere reports and presents the data in a unified manner. Using this data, various metric details for both the node and the server are displayed on the dashboard.

Table 5. IBM WebSphere Reports

Report Group	Report Name	Description
<i>Performance</i>	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 times a call to retrieve an EJB from the pool failed, and the average size of the EJB pool.
	WebSphere EJB Utilization Details	Displays the percentage of active beans in the selected connection pool.
	WebSphere JVM Utilization Details	Displays the percentage of heap space used in the JVM.
	WebSphere JDBC Pool Size and Timeout Details	Displays the number of connections present in the selected connection pool and the number of times that a client timed out while waiting for a connection.
	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.
	WebSphere JDBC Utilization Details	Displays the percentage of connections from the selected connection pool that are being used.
	WebSphere JDBC Wait Count	Displays the number of threads waiting for a connection from the connection pools.
	WebSphere JVM Utilization Details	Displays the percentage of heap space used in the JVM.
	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.
	WebSphere Servlet Performance Details	Displays the number of requests for a servlet per second and the time taken to respond to those requests.
	WebSphere Thread Pool Performance Details	Displays the average and maximum number of threads in a thread pool and the average and maximum number of concurrently active threads in the selected thread pool.
	WebSphere Transaction Duration Details	Displays the time taken for global transactions and local transactions, and the time taken to commit global transactions and local transactions.
	WebSphere 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
<i>Adhoc</i>	AD Adhoc Comparison Report	Displays the resource utilization for the selected DCs.
<i>Executive Summary</i>	AD Availability	Displays the availability details of the domains for the selected DCs.
	FSMO Role Holder	Displays information about the success or failure of the FSMO role movement between different DCs over for a specific time period.
<i>Performance</i>	DC - GC Replication Delay Report	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
<i>Executive Summary</i>	Exchange MailBox Summary	Displays the summary of all the mailboxes present on a particular server.
	Exchange MailServer 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 MailServer Summary	Displays the database summary, the users' summary, and the message count summary for all the mailboxes and public folders present on the specified server.
	Exchange Site Executive Summary	Displays details about the number of users and messages, client access details, delivery notification, and SMTP utilization.
	Exchange Source and Destination Mails Comparison	Provides a comparison between the number of messages sent and received internally and the number of messages sent and received externally.
	Exchange Top 10 Mail Senders and Recipients	Displays the list of top 10 message senders and receivers on the specified server.
	Exchange Top 10 MailBox	Displays the list of the top 10 mailboxes belonging to the specified server.
	Exchange Top 10 PubFolder	Displays the list of the top 10 public folders belonging to the specified server.
	Exchange Server DashBoard	Gives a consolidated view of the site metrics. Using the dashboard, you can analyze the performance of the site and come up with new solutions to improve your site's performance.
<i>Performance</i>	Exchange EdgeTransport Queue Details	Displays the number of messages in each queue of the Exchange Edge Transport server.
	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.
	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.
	Exchange MailBox Details	Displays the mailbox size details and the sent and delivered messages details.
	Exchange MailBox Usage	Displays the details of the mailbox and public folder usage.
	Exchange PubFolder Details	Displays the public folder size details and the sent and delivered messages details.

Microsoft SQL Server

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

Table 8. Microsoft SQL Server Reports

Report Group	Report Name	Description
<i>Executive Summary</i>	MSSQL Availability Summary	Displays the health and performance level for the all nodes and SQL Server instances.
	MSSQL Table Space Usage Top 10	Provides comparative information about the tables with the lowest available space in the selected node, the SQL Server instance, and the SQL Server database.
	MSSQL Database and Virtual Device Space Usage Top 10	Lists the top 10 SQL Server databases and virtual devices based on the free space availability for a selected node.
	MSSQL Performance Summary	Provides information about the key performance metrics for all nodes 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.
<i>Performance</i>	MSSQL Database Input and Output Statistics	Provides information about the outstanding read and write rates of a database instance for a selected node and SQL Server instance.
	MSSQL Database Locks Summary	Provides a summary of the database locks usage by a SQL Server database for a selected node and SQL Server instance.
	MSSQL Database Performance Summary	Provides information about the key database performance metrics for a selected node and SQL Server instance.
	MSSQL Database Space Usage Details	Displays the space utilization of a SQL Server database for the selected node and SQL Server instance.
	MSSQL Database Table Space Usage Details	Displays the aggregated amount of space used by a tablespace on the selected node, the SQL Server instance, and the database.
	MSSQL Detail Server Transaction Summary	Provides a summary of the transaction details for a selected node and SQL Server instance.
	MSSQL Instance Availability Detail	Provides information about the availability of the database instances that are running on a selected node.
	MSSQL Users Connection Summary	Provides information about the user connections to a database instance for the selected node and SQL Server instance.
	MSSQL Virtual Device Space Usage Details	Provides information about the space utilized by virtual devices running on the selected node and SQL Server instance.

Oracle

The Oracle 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
<i>Executive Summary</i>	Oracle Availability Summary	Displays the health and performance level for the selected nodes. This report displays the uptime, downtime, and unknown time of each Oracle instance available on the selected nodes. This is a cross-domain report that displays the CPU and memory utilization information of the selected node available on the Systems Management reports.
	Oracle Instance Bottom 10	Displays the bottom 10 Oracle instances based on their up time and the free space available on each of them.
	Oracle Instances Load and Efficiency Top 5	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 node. This is a cross-domain report that displays the CPU and memory utilization information of the selected node available on the Systems Management reports.
	Oracle TableSpace Top and Bottom 10	Displays the top and bottom 10 Oracle tablespaces based on the available free space and the tablespace input or output.
	DB Oracle Dashboard	Integrates data from various Oracle reports and presents the data in a unified manner.

Table 9. Oracle Reports

Report Group	Report Name	Description
<i>Performance</i>	Oracle Archive Device Detail	Displays the archive device utilization for the selected instance that is running on the selected node and instance.
	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.
	Oracle Enqueue Detail	Displays the Enqueue status for the selected Oracle instance that is running on a specific Oracle node.
	Oracle Instance Availability Detail	Displays the availability of the specified instance that is running on a selected node 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 node.
	Oracle Lock Detail	Displays the lock status for the selected Oracle instance running on a specific Oracle node.
	Oracle MTS Detail	Displays the multithreaded server (MTS) detail for the selected instances that are running on a specific node.
	Oracle Redo Detail	Displays the status information of various redo activities that the selected Oracle instance running on a specific Oracle node performs.
	Oracle Segment Detail	Displays the performance of the extents and segments available for the selected instance that are running on a specific Oracle node.
	Oracle Shared Pool and Cache Performance Detail	Displays the health and performance of the Oracle shared pool and cache for the selected instance running on a specific Oracle node.
	Oracle SQL Performance Detail	Displays the SQL performances of the specific instances running on a selected Oracle node. 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 node.
	Oracle TableSpace Space Utilization Detail	Displays the aggregated amount of space for the selected tablespaces running on instance on a specific Oracle node.
	Oracle User and Session Detail	Displays the logon count and session count for a specific Oracle instance running on a selected Oracle node over the specified time period.
	Oracle User Calls Detail	Displays the performance of the user call for the selected instance running on the selected Oracle node.

Oracle WebLogic

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

Table 10.Oracle WebLogic Reports

Report Group	Report Name	Description
<i>Executive Summary</i>	WebLogic EJB Top 10 Pool	Displays the percentage of used EJBs in the cache.
	WebLogic 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 node.
	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 forecast information for the node over the next 30 days.
	WebLogic 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.
	WebLogic 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.
	WebLogic Servlet Performance Summary	Displays the number of requests for a servlet per second and the execution time for a servlet in millisecond.
	WebLogic Top 5 Summary	Displays the lists of the top five systems based on the JVM memory utilization percentage, Execute Queue wait count, JDBC wait count, and EJB wait rate.
	WebLogic Application Server Dashboard	Integrates data from various WebLogic reports, and presents the data in a unified manner. Using this data, various metric details for both the node and the server are displayed on the dashboard.

Table 10.Oracle WebLogic Reports

Report Group	Report Name	Description
<i>Performance</i>	WebLogic 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.
	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.
	WebLogic EJB Transaction Performance	Displays the number of successful EJB transactions taking place per second and the number of EJB transactions rolled back per second.
	WebLogic 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.
	WebLogic 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.
	WebLogic JDBC Wait Count Details	Displays the number of clients waiting for a connection from the connection pool.
	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.
	WebLogic JVM Utilization	Displays the heap space utilized by the selected node.
	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 the selected node.
	WebLogic Servlet Performance Details	Displays the number of requests for a servlet per second, and the average execution time for a servlet in milliseconds.
	WebLogic Transaction Performance Details	Displays the number of transactions processed per second and the average commit time taken for each transaction.
	WebLogic 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 provide 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 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. HPOM Reports

Report Group	Report Name	Description
NA	HPOM Message Details	Displays the details about the messages that are sent to the console of each HPOM management server that is configured.
	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. If the time taken is consistently too long, 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 across all HPOM management servers that are configured.
	HPOM Service log	Displays the amount of time for which the selected service was in different states (of severity).
	HPOM Top 10 Active Message	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. 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
<i>Exceptions</i>	SM Exception Detail	Displays the exceptions found in CPU utilization, run queue, memory utilization, swap utilization, and memory page out values on the selected node for the specified time period.
<i>Execution Summary: Agent_OM</i>	SM System Total Usage	Displays the usage of key system resources of the selected node(s) in your IT environment.
<i>Execution Summary</i>	SM Business Service Executive Summary	Displays the five Business Services that have the highest GoS for the associated nodes and the five Business Services for which the nodes were unavailable for the longest duration of time.
	SM Exception Hot Spots	Displays a list of nodes in your Business Service and Business View or node group and marks the nodes that exceed the predefined threshold values.
	SM Heat Chart	Enables you to identify nodes that have crossed the threshold values that you have defined 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 node(s) in your IT environment.
	SM Executive Summary	Displays the summary of present and forecasted capacity and usage data of system resources, along with the availability, GoS, and exceptions in your nodes.
	SM System Grade of Service	Displays the values of individual metrics that together constitute the system GoS.
	SM System Inventory	Displays the overall information and values of key resources for the nodes in your Business Service and Business View or node group.
	SM System Quick View	Displays the historical utilization of key system resources for the selected nodes.
	SM System Resource Executive Forecast	Displays a list of all nodes that are projected to exceed the predefined threshold values of CPU, memory, and file system utilization in the next 30 days. You can launch the detailed reports for each node 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 nodes, vendors, and operating systems in terms of the usage or performance over time.
	SM Xcelsius Report	Displays a consolidated view of the Application tier and the Physical tier for the selected Business Service. The data displayed in this report is for the last seven days.

Table 12. System Management Reports

Report Group	Report Name	Description
<i>Forecast</i>	SM System Resource Forecast	Displays the systems that are projected to cross the 100 percent threshold value for CPU, memory, and file system utilization within the next 90 days.
	SM System Resource Optimization	Displays the nodes that are projected to exceed 90 percent utilization or have less than 30 percent utilization of key system resources over the next 90 days.
<i>Performance: Agent_OM</i>	SM Application Performance Detail	Displays the historical CPU utilization, virtual memory utilization, and process count of the applications running on the selected node(s).
	SM Application Performance Top Ten Report By CPU Utilization	Displays the 10 applications in your Business Service and Business View or node group with highest CPU utilization and the 10 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 per CPU, and the rate of context-switches and interrupts per CPU for the selected node(s) over a specific time period.
	SM File System Detail	Displays the average, maximum, and 95th percentile of file system utilization per file system of the selected node(s) over time.
	SM Net Interface Detail	Displays the rate of in or out packets and errors for all the network interfaces in the selected node(s). It also enables you to view the collision rate against the maximum value on the selected node(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 node(s). It also displays the trend of utilization and request queue of the physical disks on the selected node(s).
	SM Systems Top Ten Report By Completed Transactions	Displays the 10 nodes 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 10 nodes 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 10 nodes in your IT environment with very high CPU utilization and the 10 nodes with very low CPU utilization.
SM Transaction Detail	Displays the detailed trend in performance of each of the transactions that are running on selected nodes.	

Table 12. System Management Reports

Report Group	Report Name	Description
<i>Performance</i>	SM Memory Detail	Displays the trend in key memory metrics of the selected node(s) in your IT environment.
	SM System Comparison	Provides an overall picture of the selected nodes in your IT environment and enables you to compare their key system resource metrics.
	SM System Usage Detail	Displays the details of usage of key system resources of the selected node(s) in your IT environment.
	SM Systems Top Ten By CPU Utilization	Displays the 10 nodes in your Business Service and Business View with the highest CPU utilization and the 10 nodes with the lowest CPU utilization for a given period of time.
	SM Systems Top Ten Report By File System Utilization	Displays the 10 nodes in your Business Service and Business View with the highest file system utilization and the 10 nodes with the lowest file system utilization for a given period of time.
	SM Systems Top and Bottom Ten Report By Memory Utilization	Displays the 10 nodes in your Business Service and Business View or node group with the highest memory utilization and the 10 nodes with the lowest memory utilization for a given period of time.
	SM Top Ten Memory Bottleneck	Displays the 10 nodes in your Business Service and Business View or node group that have the highest and least memory bottlenecks.
	SM Systems Top and Bottom Ten Report By Availability	Displays the 10 nodes in your Business Service or Business View that are unavailable most of the time (bottom 10) and the 10 nodes that are available most of the time (top 10).

Virtualized Environment Management

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

Table 13. Virtualized Environment Management Reports

Report Group	Report Name	Description
<i>Executive Summary</i>	SM Virtualization Logical System Entitlement Configuration	Displays the guests running on the selected physical node and their respective entitlement configuration.
	SM Virtualization Logical System Executive Summary	Displays the top and bottom five logical systems based on the average value of the selected measure over the last 30 days.
	SM Virtualization Physical System Summary	Displays the key measures of the physical nodes and the number of logical systems running on them.
<i>Performance</i>	SM Virtualization Logical System Details	Displays the key measures of the selected logical system.
	SM Virtualization Top and Bottom 10 Nodes	Displays the top and bottom 10 nodes based on the selected measure.
	SM Virtualization Logical System Performance Comparison Per Node	Lists all the available logical system instances running on selected nodes over a period of time. This report enables you to compare the CPU and memory utilization of the selected nodes over a specific period of time. It also enables you to compare the CPU and memory utilization between the logical systems present on the selected nodes.
	SM Virtualization Logical System Top and Bottom 10	Displays the top and bottom 10 logical systems based on the selected measure.

Table 13. Virtualized Environment Management Reports

Report Group	Report Name	Description
VMWare ESXi	SM Virtualization Cluster Detail Inventory	Displays the inventory details of the ESX nodes, the resource pools, and the logical systems in a selected cluster.
	SM Virtualization ESX Server Detail Inventory	Displays the inventory details of the logical systems and the resource pools for the selected nodes.
	SM Virtualization Logical System Availability	Displays the availability summary of all logical systems.
	SM Virtualization Logical System Availability Details	Displays the availability details of a logical system running on the selected physical node.
	SM Virtualization Logical System CPU Bottleneck Details	Displays the details of CPU bottlenecks for the selected logical system.
	SM Virtualization Logical System Memory Bottleneck Details	Displays the average utilization for the entitled memory and physical memory of the selected logical systems.
	SM Virtualization Logical System Top 10 Memory Bottleneck	Displays the top 10 logical systems ordered by average physical memory utilization for the selected node.
	SM Virtualization Top and Bottom 10 Logical System	Displays the top and bottom 10 ESXi logical systems based on the selected measure.
	SM Virtualization Logical System Top and Bottom 10 CPU - Memory Bottleneck	Displays the top 10 logical systems for the selected physical node ordered by CPU-ready utilization and physical memory utilization.
	SM Virtualization Node - Logical System Utilization Comparison	Gives the resource utilization comparison between the physical node and the logical system.
	SM Virtualization Resource Pool - Logical System Utilization Comparison	Gives the resource utilization comparison between the resource pools and the logical systems.
	SM Virtualization Top 10 ESX Nodes	Displays the top and bottom 10 nodes based on the selected measure.
	SM Virtualization VMware Inventory	Displays the inventory details of the VMware cluster and non-cluster ESX nodes.

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