

# OPTIMIZE

**MERCURY BUSINESS AVAILABILITY CENTER™**  
Repositories Administration

**MERCURY™**  
BUSINESS TECHNOLOGY OPTIMIZATION



# **Mercury Business Availability Center**

Repositories Administration  
Version 6.2

Document Release Date: June 20, 2006

---

**MERCURY™**

Mercury Business Availability Center, Version 6.2  
Repositories Administration

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: United States: 5,511,185; 5,657,438; 5,701,139; 5,870,559; 5,958,008; 5,974,572; 6,137,782; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332; 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912; 6,694,288; 6,738,813; 6,738,933; 6,754,701; 6,792,460 and 6,810,494. Australia: 763468 and 762554. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury logo, the Mercury Interactive logo, LoadRunner, WinRunner, SiteScope and TestDirector are trademarks of Mercury Interactive Corporation and may be registered in certain jurisdictions. The absence of a trademark from this list does not constitute a waiver of Mercury's intellectual property rights concerning that trademark.

All other company, brand and product names may be trademarks or registered trademarks of their respective holders. Mercury disclaims any responsibility for specifying which marks are owned by which companies or which organizations.

Mercury provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. Mercury makes no representations or warranties whatsoever as to site content or availability.

Mercury Interactive Corporation  
379 North Whisman Road  
Mountain View, CA 94043  
Tel: (650) 603-5200  
Toll Free: (800) TEST-911  
Customer Support: (877) TEST-HLP  
Fax: (650) 603-5300

© 2005-2006 Mercury Interactive Corporation, All rights reserved

If you have any comments or suggestions regarding this document, please send them by e-mail to [documentation@mercury.com](mailto:documentation@mercury.com).

---

# Table of Contents

Welcome to Repositories Administration .....	xi
How This Guide Is Organized .....	xi
Who Should Read This Guide .....	xii
Getting More Information .....	xii

## **PART I: WORKING WITH THE REPOSITORIES**

Chapter 1: Introduction to Mercury Business Availability Center Repositories .....	3
---	---

## **PART II: KEY PERFORMANCE INDICATORS (KPIs)**

Chapter 2: KPIs Repository.....	7
Working with the KPIs Repository .....	8
Example Scenario – Creating KPIs.....	10
Creating a KPI Using Cloning .....	13
Creating a New KPI .....	14
Editing a KPI Using Override.....	14
Specifying KPI Details.....	15
Specifying the KPI Parameter Details .....	22
Modifying the Tooltip Border and Header Colors .....	24
Specifying Different Status Icons .....	25
Dependent KPIs .....	27

<b>Chapter 3: Dashboard KPIs Detailed Description.....</b>	<b>29</b>
Application .....	30
Availability .....	31
Bandwidth .....	32
Component Availability.....	32
Customer .....	33
DT Failed Impact .....	34
DT Late Impact .....	34
DT Total Impact .....	35
Generic .....	36
HP System.....	36
Latency .....	37
Locations .....	38
OT Impact.....	40
Performance.....	41
PNR .....	42
RT Impact .....	43
SAP.....	44
SAP Alerts.....	45
Sessions.....	46
Siebel.....	47
System.....	48
Tasks in Error .....	49
Top View.....	50
Transactions .....	50
User .....	52
Volume .....	53

<b>Chapter 4: Service Level Management KPI Repository .....</b>	<b>55</b>
Overview of the Service Level Management KPIs .....	56
The KPIs Page.....	57
Availability .....	59
Availability Six Sigma.....	59
MTBF (Mean Time Between Failures).....	61
MTTR (Mean Time to Recover) .....	61
Number of Outages .....	62
Outage Duration.....	62
Outages .....	63
Performance .....	63
Performance Six Sigma .....	64
PNR (Point of No Return) .....	65
Response Time.....	66
SLM Status .....	67
System Availability .....	67
System Performance .....	68
User Availability .....	68
User Performance .....	69

### **PART III: BUSINESS RULES**

<b>Chapter 5: Business Rules Repository .....</b>	<b>73</b>
About Rules Repository .....	74
Working with the Business Rules Repository.....	76
Example Scenario - Creating New Rules .....	77
Creating a Rule Using Cloning.....	80
Creating a Rule .....	80
Editing a Rule Using Override.....	81
Specifying the Rule Details.....	82
Configuring the Rules Global Parameters.....	85
Status Calculations .....	87
Displaying the Last Sample Details .....	92
Setting a Rule and Its Parameters Back to Default .....	93
Sample-Based and Time-Based Sampling .....	94

<b>Chapter 6: Dashboard Business Rules Detailed Description .....</b>	<b>95</b>
Average Availability of Weighted Volume.....	98
Average Latency of Weighted Volume.....	98
Average of Converted Performance Results in %.....	100
Average of Values .....	101
Average Performance of Weighted Volume in % .....	102
Average Performance of Weighted Volume in Seconds.....	103
Best Child Rule .....	104
Customer Rule .....	105
Dashboard PNR Rule .....	106
Deep Transaction Tracing Monitor Availability .....	107
Deep Transaction Tracing Monitor Failed Tx Business Impact .....	109
Deep Transaction Tracing Monitor Late Tx Business Impact .....	110
Deep Transaction Tracing Monitor Performance .....	111
Deep Transaction Tracing Monitor Total Tx Business Impact .....	113
Diagnostics for J2EE/.Net General.....	114
EMS Simple Rule.....	116
Generic Formula Rule.....	118
Generic Sample Rule .....	121
Generic Sum of Values Over Time Rule .....	125
Generic Two Arguments Rule.....	129
HP OpenView Service Navigator Rule.....	133
HP Worst Child Rule .....	134
Impact Over Time Rule .....	135
Locations Grouped Parent Rule .....	137
Locations Grouped Rule.....	139
Number of Running Sessions Rule.....	142
Number of Tasks in Error Rule .....	143
Number of Running Sessions Rule.....	144
Percentage Rule .....	145
Real Time Impact .....	149
RUM Bandwidth Rule.....	150
RUM Component Availability Rule .....	152
RUM Event Monitor Volume Rule.....	153
RUM Latency Rule.....	155
RUM Page Monitor Availability Rule .....	157
RUM Page Monitor Performance Rule .....	158
RUM Page Monitor Volume Rule.....	160
RUM Session Monitor Availability Rule.....	161
RUM Session Monitor Performance Rule.....	163
RUM Session Monitor Volume Rule.....	165
RUM Transaction Monitor Availability Rule .....	166



RUM Transaction Monitor Performance Rule.....	168
RUM Transaction Monitor Volume Rule .....	170
SAP Alerts Rule.....	171
Service Level Management Tracking Period Alert.....	172
Sessions Custom Data Rule .....	173
Sitescope Measurement Rule .....	174
Sitescope Measurement Siebel Processes Rule.....	176
Sitescope Measurement Time-Based Rule .....	177
Sitescope Measurement with Custom Data Rule .....	178
Sitescope Monitor Rule.....	179
Sitescope Monitor Time-Based Rule .....	181
SiteScope Vertical Measurement .....	182
SiteScope Vertical Rule .....	183
Sum of Values Rule.....	185
Sum of Volume Rule.....	186
Summary of Values Rule .....	187
Transaction Availability Rule .....	187
Transaction Performance Rule .....	189
Transactions Grouped Parent Rule.....	190
Transactions Grouped Rule .....	192
Worst Child Rule .....	194

<b>Chapter 7: Service Level Management Business Rules</b>	<b>197</b>
<b>Repository</b> .....	<b>197</b>
Overview of Service Level Management Business Rules .....	199
Real User Monitor Business Rules .....	201
Outage Business Rules .....	202
Business Rules Page .....	204
Best Child (Max.).....	205
Best Child (Min.) .....	206
BPM Average Availability .....	207
BPM Average Response Time.....	208
BPM Max. Response Time .....	209
BPM Min. Response Time.....	210
BPM Outage.....	211
BPM Percentile.....	212
BPM Six Sigma Availability .....	214
BPM Six Sigma Performance .....	215
Children Success Ratio .....	216
Cluster Availability.....	218
Dummy Rule .....	219
External Source Average Availability .....	220
External Source Average Value .....	221
Group Average Value.....	223
MTBF (Mean Time Between Failures).....	224
MTBF (Mean Time Between Failures) – Alternate .....	226
MTTR (Mean Time to Recover) .....	227
Number of Outages .....	229
Outage Based on Availability .....	230
Outages Based on System Availability .....	231
Outage Duration.....	232
PNR (Point of No Return).....	233
Response Time Success Ratio.....	233
RUM Page Availability.....	235
RUM Page Average Response Time .....	235
RUM Page Percentile .....	236
RUM Page Six Sigma Availability .....	236
RUM Page Six Sigma Performance .....	237
RUM Session User Availability .....	237
RUM Session User Performance .....	238
RUM Transaction Availability .....	238
RUM Transaction Average Response Time .....	238
RUM Transaction Max. Response Time .....	239
RUM Transaction Min. Response Time .....	240

RUM Transaction Outage .....	240
RUM Transaction Percentile .....	241
RUM Transaction Six Sigma Availability .....	242
RUM Transaction Six Sigma Performance .....	242
Service Level Management Status .....	243
SiteScope Average Availability.....	243
SiteScope Average Value.....	244
SiteScope Max. Value .....	245
SiteScope Min. Value .....	246
SiteScope Monitor Outage.....	247
SiteScope Monitor Availability.....	249
SiteScope Monitor Six Sigma .....	249
SiteScope Outage .....	250
SiteScope Percentile.....	251
Six Sigma Group.....	252
System Performance Success Ratio.....	253
Volume Average Value .....	255
Worst Child (Max.).....	256
Worst Child (Min.).....	257

## **PART IV: DASHBOARD DISPLAY COMPONENTS**

<b>Chapter 8: Context Menus Repository .....</b>	<b>261</b>
Working with the Context Menus Repository.....	261
Creating a Context Menu Using Cloning.....	263
Creating a Customized Context Menu .....	263
Editing a Context Menu Using Override .....	264
Specifying the Context Menu Details .....	265
Specifying the Menu Entity Details .....	265
Context Menus Detailed Description.....	266
<b>Chapter 9: Context Menu Items Repository .....</b>	<b>291</b>
Working with the Context Menu Items Repository .....	291
Example Scenario - Creating a New Context Menu Item .....	292
Creating a Context Menu Item Using Cloning .....	302
Creating a Context Menu Item .....	302
Editing a Context Menu Item Using Override.....	303
Specifying the Context Menu Items Details .....	304
Specifying the Processor Parameter Details.....	305
Context Menu Items Detailed Description .....	306
Pre- and Post-Processor Classes .....	377

<b>Chapter 10: Tooltips Repository .....</b>	<b>381</b>
Working with the Tooltips Repository.....	382
Example Scenario - Editing a Tooltip.....	383
Cloning a Tooltip .....	384
Overriding Existing Tooltips .....	385
Specifying the Tooltip Details .....	386
Specifying the Tooltip Parameter Details.....	387
Adding a Last Sample Time Entry in a Tooltip .....	388
Tooltip Detailed Description .....	389
Tooltip Parameter Details.....	460
<b>Index.....</b>	<b>461</b>

---

# Welcome to Repositories Administration

This guide provides detailed instructions on how to customize some of the objects in Mercury Business Availability Center and detailed information about those objects.

## How This Guide Is Organized

The guide contains the following parts:

### **Part I Working with the Repositories**

Introduces the Mercury Business Availability Center's repositories where the definitions for objects in the Mercury Business Availability Center system are located. Many of these definitions can be customized as required by your organization.

### **Part II Key Performance Indicators (KPIs)**

Introduces the KPI Repository that includes the Key Performance Indicators (KPIs) available in Dashboard and Service Level Management and enables you to create new KPIs and to edit existing KPIs, and describes the Dashboard and Service Level Management KPIs and lists their applicable rules.

### **Part III Business Rules**

Describes the Business Rules Repository that includes the rules available in Dashboard or Service Level Management and enables you to create new rules and to edit existing rules, the rules available in Dashboard Service Level Management and lists the KPIs to which they are assigned.

## **Part IV Dashboard Display Components**

Describes the Context Menus Repository that includes the context menus available in Dashboard and enables you to create new context menus and to edit existing context menus, the Context Menu Items Repository that includes the context menu items available in Dashboard and enables you to create new context menu items and to edit existing context menu items, and the Tooltips Repository that includes the tooltips available in Dashboard and enables you to create new tooltips and to edit existing tooltips.

## **Who Should Read This Guide**

This guide is intended for the following users of Mercury Business Availability Center:

- ▶ Mercury Business Availability Center administrators
- ▶ Mercury Business Availability Center platform administrators
- ▶ Mercury Business Availability Center application administrators
- ▶ Mercury Business Availability Center data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration and highly knowledgeable about Mercury Business Availability Center.

## **Getting More Information**

For information on using and updating the Mercury Application Management Documentation Library, reference information on additional documentation resources, typographical conventions used in the Documentation Library, and quick reference information on deploying, administering, and using Application Management, refer to *Getting Started with Mercury Business Availability Center*.

# Part I

---

## Working with the Repositories





# 1

---

## Introduction to Mercury Business Availability Center Repositories

Mercury Business Availability Center's repositories provide definitions for objects in the Mercury Business Availability Center system. Many of these definitions can be customized as required by your organization.

The Repositories page provides a convenient user interface for viewing and customizing the definitions contained in the repository XML definition files. These files define the objects that are used throughout Mercury Business Availability Center to determine how source data is imported and handled by Dashboard Administration or Service Level Management Administration, and to determine appearance and functionality for the CIs in the presentation layer.

Advanced users can modify existing repository objects and create new ones. This may be necessary when you want to customize the way information is presented in Dashboard or in Service Level Management, in order to fit the needs of your organization; or when you need to create new objects when integrating data from a new external system into Dashboard or Service Level Management.

The Repositories page enables you to access the following repositories:

- ▶ **KPIs** – Provides definitions for the Key Performance Indicators (KPIs) used in Dashboard or in Service Level Management. For details, see Chapter 2, “KPIs Repository”
- ▶ **Rules** – Provides definitions for the business rules used with the KPIs. For details, see “Business Rules Repository” on page 73
- ▶ **Context menus** – Provides definitions for the Configuration Items (CIs) menus used in the Dashboard or Service Level Management application. For details, see “Context Menu Items Repository” on page 291

- ▶ **Context menu items** – Provides definitions for the CI menu items that are used in the context menus. For details, see “Context Menu Items Repository” on page 291
- ▶ **tooltips** – Provides definitions for the tooltips used to display CI information in the Dashboard or Service Level Management application. For details, see “Tooltips Repository” on page 381

Mercury Services offers best practice consulting; it is recommended that you use this service before making any changes to the repositories. For information on how to obtain this service, contact your Mercury representative.

---

**Important:** Changes made to the repositories may adversely affect Dashboard or Service Level Management functionality. Only administrators with advanced knowledge of Dashboard or Service Level Management should perform changes.

---

---

**Note:** Users can only view the repositories if they are given the **Add** permission for **Sources** in the Permissions Management page for Dashboard or Service Level Management (**Admin > Platform > Users and Permissions > Permissions Management**).

---

# Part II

---

## Key Performance Indicators (KPIs)



# 2

---

## KPIs Repository

The KPI Repository includes the Key Performance Indicators (KPIs) available in Dashboard and Service Level Management and enables you to create new KPIs and to edit existing KPIs. For details about Dashboard KPIs, see Chapter 3, “Dashboard KPIs Detailed Description.” For details about Service Level Management KPIs, see Chapter 4, “Service Level Management KPI Repository.”

<b>This chapter describes:</b>	<b>On page:</b>
Working with the KPIs Repository	8
Example Scenario – Creating KPIs	10
Creating a KPI Using Cloning	13
Creating a New KPI	14
Editing a KPI Using Override	14
Specifying KPI Details	15
Specifying the KPI Parameter Details	22
Modifying the Tooltip Border and Header Colors	24
Specifying Different Status Icons	25
Dependent KPIs	27

## Working with the KPIs Repository

The KPIs Repository page displays the list of factory (pre-defined) and customized KPIs. Those KPIs are available throughout Mercury Business Availability Center to determine how source data is imported.

Advanced users can modify existing repository KPIs and create new ones. You modify existing repository KPIs when you want to customize the way information is presented in Dashboard or Service Level Management, to fit the needs of your organization. You may create new KPIs when integrating data from a new external system into Dashboard or Service Level Management.

The Dashboard KPIs Repository includes all the KPIs that can be used in the Dashboard application. For details about the Dashboard KPIs, see Chapter 3, “Dashboard KPIs Detailed Description”. The Service Level Management KPIs Repository includes all the KPIs that can be used in the Service Level Management application. For details, see Chapter 4, “Service Level Management KPI Repository”.

Each KPI is defined by an ID number in the adapter templates, and is assigned a default business rule (a business rule is build on business logic). For more information about KPIs, see “Configuring KPIs” in *Application Administration*.

The KPIs Repository page provides the following information:

KPIs	CI Status Alerts	Custom Map	Geographical Map	Repositories				
Factory KPIs								
Id	Display Label ▲	Applicable Sections	Display Order	Acknowledgement Level	Default Group Rule	Calculation Order		
<input type="checkbox"/>	1075	Application	Dashboard	26	10	Worst Child Rule	0	?
<input type="checkbox"/>	7	Availability	Dashboard	7	10	Worst Child Rule	8	?
<input type="checkbox"/>	54	Bandwidth	Dashboard	54	10	Summary of values	8	?
<input type="checkbox"/>	53	Component Availability	Dashboard	53	10	Worst Child Rule	8	?
<input type="checkbox"/>	2	Customer	Dashboard	2	10	Customer Rule	8	?
<input type="checkbox"/>	1301	DT Failed Impact	Dashboard	13	10	Sum of Values Rule	9	?
<input type="checkbox"/>	1302	DT Late Impact	Dashboard	14	10	Sum of Values Rule	9	?
<input type="button" value="Clone"/> <input type="button" value="Override"/>								
Custom KPIs								
Id	Display Label ▲	Applicable Sections	Display Order	Acknowledgement Level	Default Group Rule	Calculation Order	Actions	

- ▶ **Id.** This specifies the ID number used to identify the KPI in the source adapter templates. This is the default KPI ID.
- ▶ **Display Label.** The name used for the KPI in Dashboard.
- ▶ **Applicable section.** The sections of the application where the KPI is in use. For example: Dashboard.
- ▶ **Display Order.** The order in which the KPIs are displayed in Dashboard. This is the default display order.
- ▶ **Acknowledgment Level.** The highest KPI status from which you can add an acknowledge note in the Dashboard application. This is the default acknowledgement level.
- ▶ **Default Group Rule.** This specifies the rule that is defined by default for this KPI.
- ▶ **Calculation Order.** The position of the KPI in the ordered list used by Dashboard when it calculates the topology. Dashboard calculates the higher priority KPIs first, and then the lower priority KPIs. This is the default calculation order.

You can:

- ▶ **create a new KPI** – You can create a new customized KPI by:
  - ▶ **cloning** – You clone an existing KPI to use it as a template. For details, see “Creating a KPI Using Cloning” on page 13.
  - ▶ **creating a new KPI** – For details, see “Creating a New KPI” on page 14.
- ▶ **edit an existing KPI** – You override an existing KPI to replace it with a customized KPI. For details, see “Editing a KPI Using Override” on page 14.

The above operations add the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization’s specifications. For details, see “Dashboard KPIs Detailed Description” on page 29.

## Example Scenario – Creating KPIs

This scenario describes how to create two KPIs. Those KPIs are clones of the OT Impact KPI. The first KPI is created specifically for the Real User Monitor and the second one for the Business Process Monitor. Both KPIs will be attached to two rules cloned from the Impact Over Time rule that calculates the financial loss of downtime.


The scenario is divided into the following stages:

- ▶ “Stage 1: Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI” on page 10
- ▶ “Stage 2: Create the New Rules” on page 12
- ▶ “Stage 3: Attach the New Rules to the New KPIs” on page 12

### **Stage 1: Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI**

The first stage involves creating clones of the OT Impact KPI.

**To create the clone of the OT Impact KPI:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
- 2  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.



- 3 Select the **KPIs** tab menu option to open the KPIs page.
- 4 In the **Factory KPIs** area, select the **OT Impact** KPI you want to clone.

<input type="checkbox"/>	303	Locations	Dashboard
<input checked="" type="checkbox"/>	13	OT Impact	Dashboard
<input type="checkbox"/>	6	Performance	Dashboard

- 5 Click the **Clone** button. The cloned KPI appears in the Custom KPIs area.

Custom KPIs			
	Id	Display Label ▲	Applicable Sections
<input type="checkbox"/>	2000	OT Impact	Dashboard



- 6 Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see “Specifying KPI Details” on page 15.
- 7 Change the name of the KPI to **RUM OT Impact**.

**KPI Details**

Display Label:

Display Order:

Calculation Order:

Acknowledgement Level:

User Role:

Default Group Rule:

Type:

Status:

Available Formatting Methods:

- 8 Click **OK**.
- 9 Repeat steps 4 through 6 to create the BPM OT Impact KPI.

The result is as follows:

Custom Tooltips			
	Id	Description ▲	Max Label Width
<input type="checkbox"/>	2000	Dollar Impact Over Time sentence - for RUM	130
<input type="checkbox"/>	2001	Dollar Impact Over Time sentence - for SiteScope	130


### Stage 2: Create the New Rules

The second stage of the scenario consists in creating the two rules. For details, see “Example Scenario - Creating New Rules” on page 77.

### Stage 3: Attach the New Rules to the New KPIs

The next stage is to attach the new rules to the new KPIs.

To add the context menu item to a context menu:

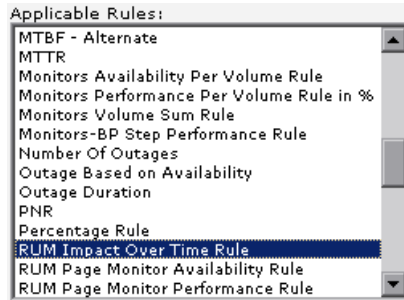
- 1 Select **Admin > Dashboard** or **Service Level Management**.
-  2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Select the **KPIs** tab menu option to open the KPIs page.
- 4 In the **Custom KPIs** area, select the **RUM OT Impact** KPI.

Custom KPIs			
	Id	Display Label ▲	Applicable Sections
<input checked="" type="checkbox"/>	2000	RUM OT Impact	Dashboard
<input type="checkbox"/>	2001	BPM OT Impact	Dashboard



- 5 Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see “Specifying KPI Details” on page 15.

- In the **Applicable Rules** list, scroll down to the **RUM Impact Over Time Rule** and select the rule. Make sure that you press the CTRL button when you select the rules. If you do not press the CTRL button, all the pre-selected rules are disabled when you click the rule you want to add to the applicable rules.





- Click **OK** to save the change.
- Repeat steps 4 through 7 to attach the **BPM Impact Over Time** rule to the **SiteScope OT Impact KPI**.

## Creating a KPI Using Cloning

You can create a new KPI by cloning an existing KPI and modifying it. The existing KPI can be a factory or a customized KPI. The original KPI is still available. The cloned KPI is automatically assigned a new KPI ID number.

### To clone an existing KPI:

- Select **Admin > Dashboard** or **Service Level Management**.
-  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- Select the **KPIs** tab menu option to open the KPIs page.
- In the **Factory KPIs** or **Custom KPIs** area, select the KPI you want to clone.
- Click the **Clone** button. The cloned KPI appears in the Custom KPIs area.
-  To specify the KPI's details (you can do it now or at a later time), click the appropriate **Edit** button to open the **KPI Details** dialog box. For details, see "Specifying KPI Details" on page 15.

---


**Note:** Change the name of the KPI you have cloned to make sure you attach the cloned KPI and not the original KPI to a specific configuration item (CI).

---

## Creating a New KPI

You can create a new KPI that is not based on an existing KPI.

**To create a new KPI:**

- 1** Select **Admin > Dashboard** or **Service Level Management**.
-  **2** Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3** Select the **KPIs** tab menu option to open the KPIs page.
- 4** In the **Custom KPIs** area, click the **New Item** button to open the **KPI Details** dialog box in which you specify the new details of the KPI you want to create.
- 5** Proceed to “Specifying KPI Details” on page 15.

## Editing a KPI Using Override


You can override an existing factory KPI. The KPI that you override is marked as overridden in the Factory KPIs area. A copy appears in the Custom KPIs area. The copy of the KPI in the Custom KPIs area overrides the original factory KPI and the original factory KPI is disabled. The overriding KPI and the original KPI have the same KPI ID.

---

**Note:** If you later delete the custom KPI that overrode the factory KPI, the original factory KPI is automatically restored.

---

**To edit a KPI using override:**

- 1** Select **Admin > Dashboard** or **Service Level Management**.
-  **2** Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3** Select the **KPIs** tab menu option to open the KPIs page.
- 4** In the **Factory KPIs** area, select the KPI you want to override.
- 5** Click the **Override** button. (Overridden) appears underneath the overridden KPI as follows:

<input type="checkbox"/>	53 (Overridden)	Component Availability	Dashboard	53	10	Worst Child Rule	8
--------------------------	--------------------	---------------------------	-----------	----	----	------------------	---

A copy of the factory KPI appears in the **Custom KPIs** area.



- 6** To specify the KPI's details (you can do it now or at a later time), click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see below.

## Specifying KPI Details

In the KPI Details dialog box, you can modify existing detailed information for the KPI. You can also modify existing information or enter new information for the KPI parameters.

This section includes the following topics:

- “Specifying KPI Details” on page 16
- “Trend” on page 20
- “Formatting Methods” on page 20

## Specifying KPI Details

Customize a KPI by modifying its default details.

### To specify KPI details:

- 1** Access the **KPI Details** dialog box.
- 2** In the **Display Label** box, enter the displayed name for the KPI.
- 3** In the **Display Order** list, select the order in which the KPIs are displayed in Dashboard or Service Level Management.
- 4** In the **Calculation Order** list, select the KPI position.

That number represents the position of the KPI in the ordered list used by Dashboard or Service Level Management when it calculates the topology. Dashboard or Service Level Management calculates the higher priority KPIs first, and then the lower priority KPIs.

- 5** The acknowledgement level that is specified in the **Acknowledgement Level** box is for future use.
- 6** In the **Applicable for User Role** list, select the type of user. You can define two versions of a single Dashboard KPIs for two different user types (modes): **Operations** and **Business**, where each KPI version is geared towards the particular viewing requirements of one of the user types. For details, see “KPIs for User Modes” on page 57 in *Application Administration*. Select **Both** if you want to have one version of the KPI.

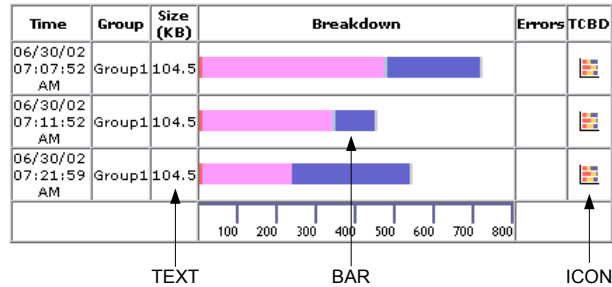
If you select **Operations** and **Business**, it is recommended to modify the KPI's name to reflect the type of user role. For example, rename OT Impact: OT Impact - Operations.

- 7** In the **Default Group Rule** list, select the group rule to be used for the next level up in the hierarchy.

This list displays all the available group rules for the applicable rule you selected in the **Applicable Rules** list.

When a KPI is defined for a CI, it is usually added to a parent CI. The parent item uses the group rule to calculate the KPI status. For a list of the group rules, see “Dashboard Business Rules Detailed Description” on page 95.

- 8** In the **Type** list, select how you want the KPI to be presented in the Dashboard or Service Level Management application: **ICON**, **TEXT**, **PNR\_BAR**, **BAR** or **GROUPBAR**.



If you select the **GROUPBAR** type for the **Transactions** KPI and one or more of the CI's children has the Business Process Step type, then the **Transactions** KPI is displayed as a **GROUPBAR** in the Console tab.

If you select **GROUPBAR** for the **Locations** KPI and one or more of the CI's children has the Locations type, then the **Locations** KPI is displayed as a **GROUPBAR** in the Console tab. For example:



For more details about the PNR\_BAR representation, see “Attaching a PNR KPI to a CI” on page 20 in *Application Administration*.

- 9** The value of the **Status** box (usually **Status**) represents the key used to access the appropriate KPI results map.

If you create a new rule whose key is not **Status**, you must enter the new key in the **Status** box. To create a new rule with a different key, contact Mercury Customer Support.

- 10** Select the formatting method you want to use for this KPI in the **Available Formatting Methods** list. For details, see “Formatting Methods” on page 20.
- 11** The formatting method that is invoked on the **valueSource** is displayed in the **Formatting Method** box. This field can remain blank if it is not required. If you need to create a new method, contact Mercury Customer Support.

- 12** The value of the **Value** box (usually **Value**) represents the value of the key used to access the appropriate KPI results map.

If you select a specific value in the **Type** list, you may have to change the value of the **Value** box.

Type	Value
ICON	Do not change the default of the <b>Value</b> field.
TEXT	Change the value of the <b>Value</b> field to one of the following values: ► <b>NODE.DIM.RESULTS.Value</b> (for a string) ► <b>NODE.DIM.RESULT.Message</b> (for an error message)
PNR_BAR, BAR, or GROUPBAR	Do not change the default of the <b>Value</b> field.

- 13** In the **Value Prefix** box, enter the row value prefix. This can remain blank if it is not required.

For example, to indicate that the value of the KPI is negative, enter -.

- 14** In the **Value Postfix** box, enter the row value postfix. This can remain blank if it is not required.

For example, to indicate that the value of the KPI is in dollars, enter \$.

- 15** In the **Units** box, enter the type of unit applicable to the rule results displayed in the KPI. This parameter is for future use. For more details about the available units, see “Units of Measurement for Objectives” in *Application Administration*.

- 16** In **The KPI is critical** list, select the trend for the KPI – for details on trend, see “Trend” on page 20. Select:

- **values are smaller.** When the values are small the KPI is critical
- **no different.** When the values are not different the KPI is critical
- **values are bigger.** When the values are large the KPI is critical



---

**Note:** All the fields listed above are connected to the calculation performed by the selected Applicable Rules.

---

- 17** Add rules or remove existing rules from the **Applicable Rules** list. **Applicable Rules** lists the rules (types of calculations) that can be performed on the KPI.

One of the rules in the list of applicable rules is the default rule of the KPI. You can change the default rule of the KPI to one of the other rules selected in the **Applicable Rules** list. For example, the applicable rules of the OT Impact KPI are: **Sum of Values** rule and **Impact Over Time** rule. The default rule is **Sum of Values**.

---

**Note:** Make sure that you press the CTRL button when you select the rules. If you do not press the CTRL button, all the pre-selected rules are disabled when you click the rule you want to add to the applicable rules.

---

For details on the rule applicable for a specific KPI, see “Dashboard KPIs Detailed Description” on page 29. The rules included here define the options that will be available in the View Builder when selecting the rule to assign to a KPI.

---

**Note:** You must select a rule in the **Applicable Rules** list to make it available to the KPI.

---

- 18** Add sections or remove existing sections from the **Applicable Sections** list. **Applicable Sections** lists the sections (applications and sub-applications) in which the KPI can be displayed. For the KPI to be displayed, you must select at least one section.

The available applicable sections are:

- Dashboard
- SLM
- SLM General
- SLM Outage
- SLM PNR

**19** You can then modify the existing parameters or add new parameters to the KPI. For details, see below.

### **Trend**

Service Level Management (SLM) KPIs are assigned a positive trend (the higher the better or the lower the better).

For example:

- the Availability KPI is given a positive trend. This means that it becomes critical when its value is small because it means that the page whose availability is being measured is not available most of the time. The Availability KPI performance is best when its value is large.
- the Outage Duration KPI is given a negative trend. This means that its performance is best when its value is small.

### **Formatting Methods**

The formatting methods that are available are used to format the result that is displayed in Dashboard:

<b>Formatting Methods</b>	<b>Description</b>
<b>analyzeSiteScopeMessage</b>	If, in a message, a long word overlaps the end of the line, the word is truncated. The rest of the word and the rest of the message are wrapped.
<b>encode</b>	Inserts a back slash (\) before special characters.

Formatting Methods	Description
<b>formatDecimalNumber</b>	Returns as a formatted decimal number. The number of digits after the decimal point is indicated by numAfterDot.
<b>formatDateTime</b>	Returns formatted as date and time: DDMMYYYYY hh:mm:ss
<b>formatPnrValue</b>	Formats the pnr time left in the PNR format.
<b>getIntValue</b>	Returns an int number as string.
<b>getMilliAsSec</b>	Returns a millisecond value as seconds by dividing the value by 1000.
<b>getMustValue</b>	Returns ! if there is a value, otherwise returns nothing.
<b>getRemedyETTR</b>	Explanation available on request. Contact your Mercury representative.
<b>getRemedyResource</b>	Explanation available on request. Contact your Mercury representative.
<b>getResourceString</b>	Returns the corresponding resource string to the given string.
<b>getStatusString</b>	Returns the corresponding resource string to the given status string.
<b>getWeightValue</b>	Returns the value if there is a value, otherwise returns 1.
<b>ifEndCheck</b>	Changes an empty string into a comment line. Inserts "-->" at the end of the string.
<b>ifStartCheck</b>	Changes an empty string into a comment line. Inserts "<!--" at the end of the string.
<b>numberToTime</b>	Converts a string that can represent a period of time in seconds into a more readable format.
<b>resourceFromKey</b>	Used to get the resource of the ticketing sample field.
<b>returnDateAsString</b>	Returns the given date in milliseconds in the date format as it appears in the <b>.resources</b> file.

Formatting Methods	Description
<b>returnDateAsStringInSec</b>	Returns the given date in seconds in to the date format as it appears in the <b>.resources</b> file.
<b>returnNumOfDigitAfter Point</b>	Formats the given string and returns a string that shows only 3 digit after the point.
<b>returnNumOfDigitAfter Point(digits)</b>	Formats the given string and returns a decimal number. The number of digits after the decimal point is specified in <b>(digits)</b> .
<b>returnNumOfDigitAfter PointWithDollar</b>	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign.
<b>returnNumOfDigitAfter PointWithEuro</b>	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign followed by a Euro sign.
<b>returnWithPercentSign</b>	Converts the given string into a decimal number with 3 digits after the decimal point followed by a percentage sign.
<b>toLowerCase</b>	Returns the lower case of the given string.
<b>toLowerCase_encode</b>	Works in the same way as toLowerCase but adds add escaping on the return value.

## Specifying the KPI Parameter Details

In the Parameter Details dialog box, you can modify existing detailed information or enter new information about the KPI parameters.

The pre-defined default status parameters are the same for each KPI:

**critical.** (Red) Indicates that the status falls within the Critical objective level.

**downtime.** Stopped or downtime (gray with green outline) status. The corresponding profile/group/monitor is currently disabled.

**info/OK.** (Green) Indicates that the status falls within the OK objective level.

**major.** (Orange) Indicates that the status falls within the Major objective level.

**minor.** (Yellow) Indicates that the status falls within the Minor objective level.

**stop.** Stopped or downtime (gray with green outline) status. The corresponding profile/group/monitor is currently disabled.

**none.** Uninitialized or No Data (gray) status.

**warning.** Warning (yellow) status.

For details, see “KPI Objectives” in *Application Administration*.

The values of the **From**, **To**, **Color**, and **Icon** parameters might be different depending on the KPI. For example:

Key:	critical
From:	0
To:	4
Color:	FF8787;FF3333
Icon:	ind6_red.gif

OK Cancel

#### To specify the KPI parameter details:

- 1** In the **KPI Details** dialog box, in the **Parameters** area, click the **New** or **Edit** button to open the **Parameter Details** dialog box.
- 2** In the **Key** box, enter the name of the KPI parameter.
- 3** In the **From/To** boxes, enter the appropriate values.

When the value of a KPI is in the range indicated by the **From** and **To** boxes, the tooltip for the KPI is assigned the color specified in the **Color** box and the KPI is assigned the status icon specified in the **Icon** box.

**4** In the **Color** box, enter a color for the border of the KPI tooltip followed by the color of the header of the KPI tooltip separated by a semi-colon (;). For details, see “Modifying the Tooltip Border and Header Colors” on page 24.

**5** In the **Icon** box, enter the path to a status icon.

The icon you specify is assigned to the KPI when the KPI’s value is within the range specified in the **From/To** fields. For details, see “Specifying Different Status Icons” on page 25.

---

**Note:** For a list of KPI parameters and their default values, see the description of each KPI in “Dashboard KPIs Detailed Description” on page 29.

---

**6** Click **OK** to save the changes and close the **Parameter Details** dialog box.

## Modifying the Tooltip Border and Header Colors

A KPI tooltip border and header has a default color, specified in the **Color** box, for each one of the ranges specified in the **From/To** boxes. For example: when the **Availability** KPI has the OK status, the tooltip would display the following colors 66CC00;339900:

Details - Performance	
<b>CI name:</b>	siebel 7.7 whistle echannel
<b>Status:</b>	OK
<b>Calculation Rule:</b>	Worst Child Rule
<b>Held status since:</b>	5/28/06 10:50:09 PM

You can modify the default color. For details, see “Specifying the KPI Parameter Details” on page 22.

**To modify the default color of the tooltip’s header and border:**

**1** In the Parameter Details dialog box, enter different colors in the **Color** box using the following syntax:

`<border_color>;<header_color>`

➤ `<border_color>` is the tooltip border color (in hex triplet format).

- ▶ `<header_color>` is the tooltip header color (in hex triplet format).

The colors are separated by semi-colons.

A hex triplet is a six-digit, three-byte hexadecimal number used to represent colors. The bytes represent the red, green and blue components of the color in respective order. One byte represents a number in the range 00 to FF. The hex triplet is formed by concatenating three bytes in hexadecimal notation. For example, consider the color where the red/green/blue values are hexadecimal numbers: red=24, green=68, blue=A0 (a greyish-blue color). To obtain the hex triplet, write the three hex bytes together without spaces, thus: 2468A0. If a byte is less than 16 (decimal) or 10 (hex) it must be represented with a leading zero to keep the number of digits in the triplet equal to six.

- 2 Click **OK** to save the changes.

## Specifying Different Status Icons

- Different icons are used for the KPI status for each range specified in the **From/To** fields. For example: when the status of the **Availability** KPI is in the OK range, by default the `ind6_grn.gif` icon is displayed in Dashboard to represent that status. For details, see “Specifying the KPI Parameter Details” on page 22.

If you want to use other colors or other images for your status icons, you must create a new set of icons and, where applicable, add your icons to the appropriate directories and redirect the KPI’s status parameters to those icons or replace the default icons with your customized icons using the same names.

This section includes the following topics:

- ▶ “Dashboard Status Icons Locations” on page 26
- ▶ “Dashboard Trend and History Status Icons Locations” on page 26
- ▶ “Dashboard Top View Status Icons Locations” on page 27

## Dashboard Status Icons Locations

To use customized icons, you can do one of the following:

- ▶ Add your icons to the appropriate directory and specify their names in each one of the status parameters for the KPI(s). For details, see “Specifying the KPI Parameter Details” on page 22.
- ▶ Replace the icon or icon set with the customized icons and give them the names of the default icons.

Make sure that you replace the icons set in the following directories:

- ▶ **<Mercury Business Availability Center home directory>**  
`\AppServer\webapps\site.war\bam\pages\images\gui\indicator`
- ▶ **<Mercury Business Availability Center home directory>**  
`\AppServer\webapps\site.war\images\gui\indicator`

You can find the location of the icon you want to replace by right-clicking the icon in the appropriate tab in Dashboard, selecting **Properties**, and viewing the icon’s location in the Address (URL) field.

For details about the default icons, see “Understanding KPI Status” in *Using Dashboard*.

## Dashboard Trend and History Status Icons Locations

The directory where the Trend and History Status icons are located is:

**<Mercury Business Availability Center home directory>**  
`\AppServer\webapps\site.war\static\dash\images\indicator`

You cannot change the names of the trend and history icons that appear in the Top View tab. To customize those icons, you can only replace the default image(s) with your customized image(s).

For details about the Trend and History icons, see “Trend and History Statuses” in *Using Dashboard*.



## Dashboard Top View Status Icons Locations

The directory where the icons are located is:

<Mercury Business Availability Center home directory>

\AppServer\webapps\site.war\bam\pages\images\icons\dimensionIcons

The location of a specific icon uses the following naming scheme:

**dimensionIcons/<kpi\_id>/<status\_id>.gif**

where <status\_id> is the value specified in the **From** field of the status parameter defined for the KPI. For example: the value of the **From** field of the **OK** (green) status is 20 therefore the icon for the **Availability** KPI is located at: dimensionIcons/7/20.gif

For details about the **From** field, see “Specifying the KPI Parameter Details” on page 22.

You cannot change the names of the Top View icons. To customize those icons, you can only replace the image(s) with your customized image(s).

For details about the Top View icons, see “KPI Icons” in *Using Dashboard*.

## Dependent KPIs

A KPI is dependent on another KPI when the rule that calculates the value of the first KPI uses the results of the second KPI’s rule. For example, if an Outage KPI and a Number of Outages KPI are attached to a specific CI, the value of the Number of Outages KPI depends on the values of the Outage KPI. The KPIs are calculated in a specific order.



# 3

---

## Dashboard KPIs Detailed Description

This chapter describes the Dashboard KPIs and lists their applicable rules.

<b>This chapter describes:</b>	<b>On page:</b>
Application	30
Availability	31
Bandwidth	32
Component Availability	32
Customer	33
DT Failed Impact	34
DT Late Impact	34
DT Total Impact	35
Generic	36
HP System	36
Latency	37
Locations	38
OT Impact	40
Performance	41
PNR	42
RT Impact	43
SAP	44
SAP Alerts	45

This chapter describes:	On page:
Sessions	46
Siebel	47
System	48
Tasks in Error	49
Top View	50
Transactions	50
User	52
Volume	53

## Application

Displays the worst overall status for Mercury Diagnostics measurements (attached to Business Process Monitor transactions).

To view this KPI, you must modify the Business Process Monitoring adapter. For details, refer to the Mercury Diagnostics documentation.

### Rules

The following rules are applicable to this KPI:

- ▶ “Diagnostics for J2EE/.Net General” on page 114
- ▶ “Generic Sample Rule” on page 121
- ▶ “Generic Sum of Values Over Time Rule” on page 125
- ▶ “Worst Child Rule” on page 194

### See Also...

- ▶ “Creating a KPI Using Cloning” on page 13
- ▶ “Creating a New KPI” on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Availability

Displays information relating to availability measurements for transactions.

### Rules

The following rules are applicable to this KPI:

- “Average Availability of Weighted Volume” on page 98
- “Best Child Rule” on page 104
- “Deep Transaction Tracing Monitor Availability” on page 107
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “Percentage Rule” on page 145
- “RUM Page Monitor Availability Rule” on page 157
- “RUM Session Monitor Availability Rule” on page 161
- “RUM Transaction Monitor Availability Rule” on page 166
- “Transaction Availability Rule” on page 187
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Bandwidth

Displays the amount of traffic (in bytes) between application servers and end users accessing the servers (this includes traffic in both directions). This includes both HTTP and HTTPS traffic.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “RUM Bandwidth Rule” on page 150
- “Summary of Values Rule” on page 187
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Component Availability

Displays information on pages without server errors, for servers monitored by the Real User Monitor.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “Generic Sample Rule” on page 121

- “Generic Sum of Values Over Time Rule” on page 125
- “RUM Component Availability Rule” on page 152
- “Worst Child Rule” on page 194

**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Customer

Displays information relating to customer service. Used for backward compatibility. This KPI can be associated with all CIs.

For example, for each one of your customers you can create a customized KPI that will represent the specific transactions that are relevant to that customer.

**Rules**

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “Customer Rule” on page 105
- “Percentage Rule” on page 145
- “Worst Child Rule” on page 194

**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## **DT Failed Impact**

Displays information relating to the financial loss caused to the organization when a Deep Transaction transaction has failed.

### **Rules**

The following rules are applicable to this KPI:

- “Deep Transaction Tracing Monitor Failed Tx Business Impact” on page 109
- “Sum of Values Rule” on page 185

### **See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## **DT Late Impact**

Displays information related to the financial loss caused to the organization when the transaction has not been completed on time (late). The threshold is set in TransactionVision (DTT) application.

### **Rules**

The following rules are applicable to this KPI:

- “Deep Transaction Tracing Monitor Late Tx Business Impact” on page 110
- “Sum of Values Rule” on page 185



**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## **DT Total Impact**

Displays information relating to the financial loss to the organization calculated by adding the DT Late Impact and the DT Failed Impact information.

**Rules**

The following rules are applicable to this KPI:

- “Deep Transaction Tracing Monitor Total Tx Business Impact” on page 113
- “Sum of Values Rule” on page 185

**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Generic

Displays information calculated by the Generic Formula rule or by the Summary of Values rule.

### Rules

The following rules are applicable to this KPI:

- “Generic Formula Rule” on page 118
- “Summary of Values Rule” on page 187

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## HP System

Displays information relating to service levels for HP OpenView Service Navigator metrics.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “HP OpenView Service Navigator Rule” on page 133
- “HP Worst Child Rule” on page 134
- “Percentage Rule” on page 145

- “Sitescope Measurement Rule” on page 174
- “Sitescope Monitor Rule” on page 179
- “Sitescope Measurement Time-Based Rule” on page 177
- “Sitescope Monitor Time-Based Rule” on page 181
- “Worst Child Rule” on page 194

**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Latency

Displays the average roundtrip time for packets, between the end users and the servers monitored by the Real User Monitor.

**Rules**

The following rules are applicable to this KPI:

- “Average Latency of Weighted Volume” on page 98
- “Best Child Rule” on page 104
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “RUM Latency Rule” on page 155
- “Worst Child Rule” on page 194

**See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

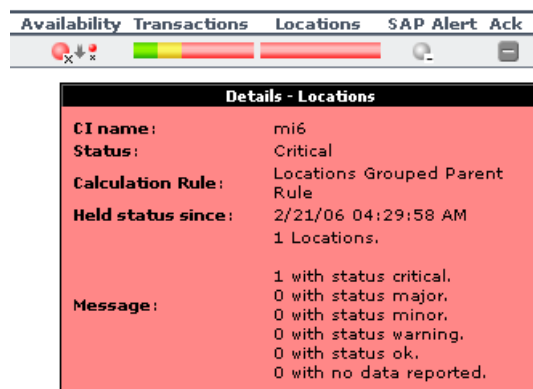
## Locations

At the group level, displays the worst status of all the children CIs. The Locations KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the worst status of all the children CIs, that corresponds to the color, at that location. This KPI is dedicated for the SAP System.

At the monitor level, displays the worst status of the **Performance** and **Availability** KPIs for the CI. The Locations KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the end-user experience status (the worst status between **Performance** and **Availability**) that corresponds to the color, at that location. The colors correspond to the Business Process Monitor Performance/Availability colors.

For example, if there are ten SAP Business Process Steps under the Locations container, five with **Informational** end-user experience, two with **Minor** status, two with **Critical** status, and one with No Data status, the bar will be: 50% green, 20% yellow, 20% red, and 10% gray.

The KPI's tooltip displays a list of how many locations have each status, and the total number of locations. The tooltip's color is set according to the worst location status.



## Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Locations Grouped Rule” on page 139
- “Percentage Rule” on page 145
- “Transaction Availability Rule” on page 187
- “Transaction Performance Rule” on page 189
- “Worst Child Rule” on page 194

## See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## OT Impact

Displays information relating to the financial loss caused to the organization when an item is unavailable over time. By default, the calculation is based on the Availability KPI.

At the monitor/leaf level, you should attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the total time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable.

At the group level, you should attach the Sum of Values rule to the OT impact KPI. The Sum of Values rule calculates the sum of all the values of the OverTime Impact KPI of its children.

The OT Impact rule calculates financial loss as you add the OT Impact KPI. The calculation has no time limitation.

To restart the calculation you can:

- ▶ change the rule's objectives
- ▶ delete the OT Impact KPI and add it again

Restarting Mercury Business Availability Center might restart the financial loss calculation, but because of dashboard calculation persistency, the last known financial value might be recovered instead.

### Rules

The following rules are applicable to this KPI:

- ▶ "Impact Over Time Rule" on page 135
- ▶ "Sum of Values Rule" on page 185

### See Also...

- ▶ "Creating a KPI Using Cloning" on page 13
- ▶ "Creating a New KPI" on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Performance

Displays information related to performance measurements of transactions.

### Rules

The following rules are applicable to this KPI:

- “Average Performance of Weighted Volume in %” on page 102
- “Average Performance of Weighted Volume in Seconds” on page 103
- “Average of Converted Performance Results in %” on page 100
- “Best Child Rule” on page 104
- “Deep Transaction Tracing Monitor Performance” on page 111
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “Percentage Rule” on page 145
- “RUM Page Monitor Performance Rule” on page 158
- “RUM Session Monitor Performance Rule” on page 163
- “RUM Transaction Monitor Performance Rule” on page 168
- “Transaction Performance Rule” on page 189
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14

- “Specifying KPI Details” on page 15

## **PNR**

Displays status based on the Point of No Return (PNR) for SLA samples (this data is calculated by the corresponding internal PNR rule for the Service Level Management application). The status is displayed in bar form in the Dashboard tab. The PNR samples measure unavailability in the period of time that has elapsed, and how much time remains before the SLA is in breach of contract. Note that there are two PNR rules: one is internal and gathers information from the Service Level Management application and the other one displays the information from the SLM PNR rule on the Dashboard.

### **Rules**

The following rules are applicable to this KPI:

- “Dashboard PNR Rule” on page 106

### **See Also...**

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15



## RT Impact

Displays information relating to the financial loss caused to the organization in real time; the calculation is based on the Availability KPI.

At the monitor/leaf level, you should attach the Real Time Impact rule to the RT impact KPI and the Availability KPI to the same CI. The Real Time Impact rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is 0.0\$.

At the group level, you should attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule calculates the sum of all the values of the Real Time Impact KPI of its children.

When availability status returns to green, the value for this KPI reverts to 0.

### Rules

The following rules are applicable to this KPI:

- “Real Time Impact” on page 149
- “Sum of Values Rule” on page 185

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## SAP

Indicates problems related to the SAP infrastructure. This KPI appears for the following CI types:

- CCMS Counters
- Database
- Host
- R/3 Application Server
- SAP System
- Work Processes

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Percentage Rule” on page 145
- “Sitescope Measurement Rule” on page 174
- “Sitescope Measurement Time-Based Rule” on page 177
- “Sitescope Monitor Rule” on page 179
- “Sitescope Monitor Time-Based Rule” on page 181
- “SiteScope Vertical Rule” on page 183
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## SAP Alerts

SAP Alerts are created by the SAP system for various reasons; for example, an incorrect user login, exceeded CCMS thresholds, and so forth.

SAP alerts are retrieved from the SAP system by the SiteScope CCMS Alerts monitor. They can be displayed in the Dashboard using a SAP Alert KPI whose color is determined by the SAP system.

After you have handled the problem that triggered the alert, perform an alert completion procedure. This causes the alert to be acknowledged.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “SAP Alerts Rule” on page 171
- “Sitescope Measurement Rule” on page 174
- “Sitescope Monitor Rule” on page 179
- “Worst Child Rule” on page 194

### See Also...

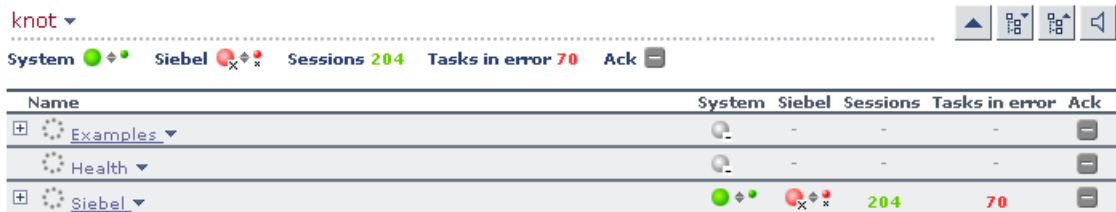
- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Sessions

Displays the number of running sessions and interactive tasks, provided by the SiteScope measurement.

The resulting display is a number that is colored according to the objectives set for the rule.

This KPI does not propagate up in the hierarchy.



The screenshot shows a monitoring dashboard with a header bar. On the left, there is a dropdown menu labeled 'knot'. On the right, there are navigation icons: a blue triangle pointing up, a grid icon, a list icon, and a speaker icon. Below the header, there is a status bar with the following items: 'System' with a green circle and a plus sign, 'Siebel' with a red circle and two 'x' marks, 'Sessions 204' with the number in green, 'Tasks in error 70' with the number in red, and 'Ack' with a minus sign icon. Below the status bar is a table with the following columns: 'Name', 'System', 'Siebel', 'Sessions', 'Tasks in error', and 'Ack'. The table has three rows: 'Examples', 'Health', and 'Siebel'. The 'Siebel' row is highlighted and shows a green circle with a plus sign for 'System', a red circle with two 'x' marks for 'Siebel', '204' for 'Sessions', and '70' for 'Tasks in error'. Each row has a plus sign icon on the left and a minus sign icon on the right.

Name	System	Siebel	Sessions	Tasks in error	Ack
Examples	-	-	-	-	-
Health	-	-	-	-	-
Siebel	●+	●x x	204	70	-

### Rules

The following rules are applicable to this KPI:

- ▶ “Best Child Rule” on page 104
- ▶ “EMS Simple Rule” on page 116
- ▶ “Generic Sample Rule” on page 121
- ▶ “Number of Running Sessions Rule” on page 142
- ▶ “Number of Tasks in Error Rule” on page 143
- ▶ “Sessions Custom Data Rule” on page 173
- ▶ “Sitescope Measurement Rule” on page 174
- ▶ “Sitescope Monitor Rule” on page 179
- ▶ “Worst Child Rule” on page 194

### See Also...

- ▶ “Creating a KPI Using Cloning” on page 13
- ▶ “Creating a New KPI” on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Siebel

Provides Siebel-specific data such as number of tasks, processes, and so forth. This KPI propagates up to the Siebel Site CI.

Name	System	Siebel	Sessions	Tasks in error	Ack
Examples	-	-	-	-	-
Health	-	-	-	-	-
Siebel	System	Siebel	204	70	-

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Percentage Rule” on page 145
- “Sitescope Measurement Rule” on page 174
- “Sitescope Monitor Rule” on page 179
- “SiteScope Vertical Measurement” on page 182
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14

- “Specifying KPI Details” on page 15

## System

Displays information relating to system performance for measurements or monitors.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “Percentage Rule” on page 145
- “Sitescope Measurement Rule” on page 174
- “Sitescope Measurement Time-Based Rule” on page 177
- “Sitescope Monitor Rule” on page 179
- “Sitescope Monitor Time-Based Rule” on page 181
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Tasks in Error

Displays the number of tasks that are in error, provided by the SiteScope Number of Tasks in Error measurement.

The resulting display is a number that is colored according to the objectives set for the rule.

Name	System	Siebel	Sessions	Tasks in error	Ack
Examples		-	-	-	
Health		-	-	-	
Siebel			204	70	

The tooltip for this KPI describes the text: **x tasks in error out of y tasks.**

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Generic Sample Rule” on page 121
- “Number of Tasks in Error Rule” on page 143
- “Percentage Rule” on page 145
- “Sitescope Measurement Rule” on page 174
- “Sitescope Measurement with Custom Data Rule” on page 178
- “Sitescope Monitor Rule” on page 179
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14

- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Top View

This is an internal KPI used by the top view applet to select the color of the CI shown in the applet. For each CI status that color is the color of the border tooltip as defined in this KPI. It is not shown in Dashboard Administration.

### Rules

The KPI does not have rules assigned to it.

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15

## Transactions

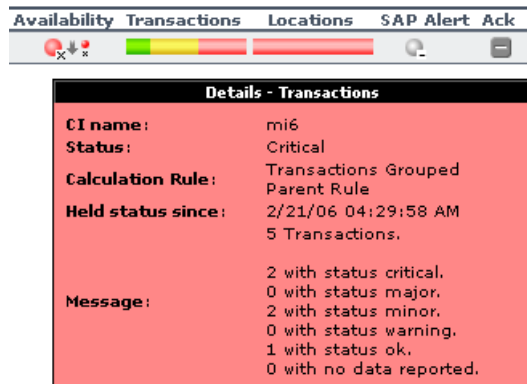
At the group level, displays the worst status of all the children CIs. At the group level, displays the worst status of all the children CIs. The Locations KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the worst status of all the children CIs, that corresponds to the color. This KPI is dedicated for the SAP System.



At the monitor level, displays the worst status of the **Performance** and **Availability** KPIs for the CI. The Transactions KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the end-user experience status (the worst status between **Performance** and **Availability**) that corresponds to the color. The colors correspond to the Business Process Monitor **Performance/Availability** colors.

For example, if there are ten SAP Business Process Steps under the Transactions container, five with **Informational** end-user experience, two with **Minor** status, two with **Critical** status, and one with No Data status, the bar will be: 50% green, 20% yellow, 20% red, and 10% gray.

The KPI's tooltip displays a list of how many transactions have each status, and the total number of transactions. The tooltip's color is set according to the worst transaction status.



## Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “EMS Simple Rule” on page 116
- “Percentage Rule” on page 145
- “Transaction Availability Rule” on page 187
- “Transaction Performance Rule” on page 189

- ▶ “Transactions Grouped Rule” on page 192
- ▶ “Worst Child Rule” on page 194

**See Also...**

- ▶ “Creating a KPI Using Cloning” on page 13
- ▶ “Creating a New KPI” on page 14
- ▶ “Editing a KPI Using Override” on page 14
- ▶ “Specifying KPI Details” on page 15

## User

Displays information related to the end-user performance.

**Rules**

The following rules are applicable to this KPI:

- ▶ “Best Child Rule” on page 104
- ▶ “EMS Simple Rule” on page 116
- ▶ “Generic Sample Rule” on page 121
- ▶ “Generic Sum of Values Over Time Rule” on page 125
- ▶ “Percentage Rule” on page 145
- ▶ “Transaction Availability Rule” on page 187
- ▶ “Transaction Performance Rule” on page 189
- ▶ “Worst Child Rule” on page 194

**See Also...**

- ▶ “Creating a KPI Using Cloning” on page 13
- ▶ “Creating a New KPI” on page 14
- ▶ “Editing a KPI Using Override” on page 14
- ▶ “Specifying KPI Details” on page 15

## Volume

Displays information on the total number of times that defined events or errors (monitored by the Real User Monitor) occurred.

### Rules

The following rules are applicable to this KPI:

- “Best Child Rule” on page 104
- “Generic Sample Rule” on page 121
- “Generic Sum of Values Over Time Rule” on page 125
- “RUM Event Monitor Volume Rule” on page 153
- “RUM Page Monitor Volume Rule” on page 160
- “RUM Session Monitor Volume Rule” on page 165
- “RUM Transaction Monitor Volume Rule” on page 170
- “Sum of Values Rule” on page 185
- “Worst Child Rule” on page 194

### See Also...

- “Creating a KPI Using Cloning” on page 13
- “Creating a New KPI” on page 14
- “Editing a KPI Using Override” on page 14
- “Specifying KPI Details” on page 15



# 4

---

## Service Level Management KPI Repository

This chapter describes the KPI Repository that contains the Key Performance Indicators (KPIs) available in Service Level Management.

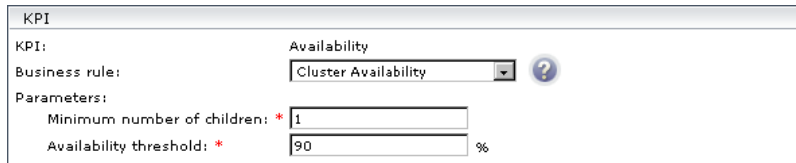
<b>This chapter describes:</b>	<b>On page:</b>
Overview of the Service Level Management KPIs	56
The KPIs Page	57
Availability	59
Availability Six Sigma	59
MTBF (Mean Time Between Failures)	61
MTTR (Mean Time to Recover)	61
Number of Outages	62
Outage Duration	62
Outages	63
Performance	63
Performance Six Sigma	64
PNR (Point of No Return)	65
Response Time	66
SLM Status	67
System Availability	67
System Performance	68

This chapter describes:	On page:
User Availability	68
User Performance	69

## Overview of the Service Level Management KPIs

The Service Level Management repositories include Service Level Management KPIs and business rules (also known as business logic). To access Service Level Management KPIs and business rules: **Admin > Service Level Management > Repositories**.

During the creation of an SLA (using the SLA Wizard) you select the KPIs and rules that Service Level Management uses to calculate results:



The screenshot shows a configuration window titled "KPI". It contains the following fields:

- KPI:** Availability
- Business rule:** Cluster Availability (with a dropdown arrow and a help icon)
- Parameters:**
  - Minimum number of children: \* 1
  - Availability threshold: \* 90 %

To view a rule definition, hold the pointer over a parameter name. Mandatory parameters are marked with an asterisk (\*).

## The Infrastructure Settings Manager

---

**Caution:** Many of the settings in the Infrastructure Settings Manager should not be modified without first consulting Mercury Customer Support or your Mercury Services representative. Modifying certain settings can adversely affect the performance of Mercury Business Availability Center.

---

Users with an advanced knowledge of Mercury Business Availability Center can modify certain settings that define the contents of KPIs and business rules. For example, you can remove certain business rule parameters (**No data timeout** and **Maximum duration in hours**) intended only for advanced users, from a KPI's rule list. Furthermore, you can define which business rules are available for each configuration item type (CIT).

**To display advanced business rule parameters:**

- 1** Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**. Select the **Applications** context and choose **Service Level Management** from the list.
- 2** Locate the **Display advanced business logic parameters** option.
- 3** Click the **Edit** button and change the value to **true**.
- 4** Click **Save** to save the change and to return to the Infrastructure Settings Manager.

## The KPIs Page

To display the KPI page, select **Admin > Service Level Management > Repositories > KPIs**.

The KPI page includes two tables: the Factory KPIs table and the Custom KPIs table. The Factory KPIs table displays Service Level Management KPIs and the default rule attached to each KPI. The Custom KPIs table displays user-defined KPIs.

You can clone a factory KPI to create a new KPI and you can edit existing KPIs by overriding their properties. You can also create a new KPI. For details on cloning a KPI, see “Creating a KPI Using Cloning” on page 13. For details on overriding a KPI, see “Editing a KPI Using Override” on page 14. For details on creating a KPI, see “Creating a New KPI” on page 14.

You can delete custom KPIs only. To delete a custom KPI, select the KPI and click the **Delete** button.

You can sort the Factory KPIs table by any column: An arrow next to a title shows by which column the actions are sorted, and also the direction in which the column has been sorted (that is, ascending or descending).

The page includes the following components:

- check box – select to clone or override a KPI
- **ID** – the default ID number used to identify the KPI in the adapter templates. For details on adapter templates, see “Working with Templates” in *Source Manager Administration*.
- **Display Label** – the name used for the KPI in Service Level Management
- **Applicable Sections** – there are three types:
  - SLM General** – for regular KPIs that can be selected during SLA creation
  - SLM Outage** – for outage KPIs that can be selected during outage creation
  - SLM PNR** – for KPIs used by Mercury for internal use only
- **Display Order** – the default order in which the KPIs are displayed in Service Level Management
- **Acknowledgement Level** – not applicable to Service Level Management
- **Default Group Rule** – not applicable to Service Level Management
- **Calculation Order** – The position of the KPI in the ordered list used by Service Level Management when it calculates the topology. Service Level Management calculates the higher priority KPIs first, and then the lower priority KPIs. This is the default calculation order.
- **Help** – click the Help button to display help on the KPI



## Availability

Service Level Management measures the availability percentages of CIs and compares them to the SLA objectives.

Unit of measurement: percentage.

### Rules

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “Children Success Ratio” on page 216
- “Cluster Availability” on page 218
- “Group Average Value” on page 223
- “RUM Page Availability” on page 235
- “RUM Transaction Availability” on page 238
- “Volume Average Value” on page 255
- “Worst Child (Min.)” on page 257

## Availability Six Sigma

Service Level Management measures the Six Sigma availability of CIs and compares the Six Sigma values to the SLA objectives.

Unit of measurement: Sigma.

### Rules

This KPI uses the following rules:

- “BPM Six Sigma Availability” on page 214
- “Best Child (Max.)” on page 205
- “Group Average Value” on page 223
- “RUM Page Six Sigma Availability” on page 236

**Part II • Key Performance Indicators (KPIs)**

- ▶ “RUM Transaction Six Sigma Availability” on page 242
- ▶ “SiteScope Monitor Six Sigma” on page 249
- ▶ “Six Sigma Group” on page 252
- ▶ “Worst Child (Min.)” on page 257

## MTBF (Mean Time Between Failures)

Service Level Management calculates the mean time between failures (MTBF) in seconds. The minimum value is **0**. A positive trend is assigned to this KPI, that is, the higher the MTBF value, the better.

Unit of measurement: date.

### Rules

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “Group Average Value” on page 223
- “MTBF (Mean Time Between Failures)” on page 224
- “MTBF (Mean Time Between Failures) – Alternate” on page 226
- “Worst Child (Min.)” on page 257

## MTTR (Mean Time to Recover)

Service Level Management calculates the mean time to recover (MTTR) in seconds. It is calculated as the average outage duration; that is, the total duration divided by the number of outages. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the lower the MTTR value, the better.

Unit of measurement: date.

### Rules

This KPI uses the following rules:

- “Best Child (Min.)” on page 206
- “Group Average Value” on page 223
- “MTTR (Mean Time to Recover)” on page 227
- “Worst Child (Max.)” on page 256

## Number of Outages

Service Level Management displays the number of outages that occurred during the tracking period. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the lower the number of outages, the better.

Unit of measurement: number.

### Rules

This KPI uses the following rules:

- “Best Child (Min.)” on page 206
- “Group Average Value” on page 223
- “Number of Outages” on page 229
- “Worst Child (Max.)” on page 256

## Outage Duration

Service Level Management calculates the duration of the outages during the tracking period, in minutes. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the shorter the duration of the outage, the better.

Unit of measurement: date.

### Rules

This KPI uses the following rules:

- “Best Child (Min.)” on page 206
- “Group Average Value” on page 223
- “Outage Duration” on page 232
- “Worst Child (Max.)” on page 256

## Outages

Needed by Service Level Management when calculating outages.

The Outage KPI is defined in the Outage Definition page – for details, see “Defining an SLA: Outages” in *Application Administration*.

### Rules

This KPI uses the following rules:

- “BPM Outage” on page 211
- “Outage Based on Availability” on page 230
- “Outages Based on System Availability” on page 231
- “RUM Transaction Outage” on page 240
- “SiteScope Monitor Outage” on page 247
- “SiteScope Outage” on page 250

## Performance

You use the Performance KPI where the measurement result must be in percentages. For example, use this KPI to measure success ratios.

Unit of measurement: percentage.

### Rules

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “Children Success Ratio” on page 216
- “Group Average Value” on page 223
- “Response Time Success Ratio” on page 233
- “RUM Page Percentile” on page 236
- “RUM Transaction Percentile” on page 241

## Part II • Key Performance Indicators (KPIs)

- “Volume Average Value” on page 255
- “Worst Child (Min.)” on page 257

### **Performance Six Sigma**

Service Level Management calculates the Six Sigma value and compares it with the Six Sigma objective.

Unit of measurement: Sigma.

#### **Rules**

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “BPM Six Sigma Performance” on page 215
- “Group Average Value” on page 223
- “RUM Page Six Sigma Performance” on page 237
- “RUM Transaction Six Sigma Performance” on page 242
- “Six Sigma Group” on page 252
- “Worst Child (Min.)” on page 257

## PNR (Point of No Return)

---

**Note:** This KPI is for internal Mercury use only and should not be modified.

---

The PNR (Point of No Return) KPI is used by Mercury Business Availability Center for internal calculations needed to display Service Level Management data in Dashboard.

For details about setting up a PNR KPI, see “Attaching New KPIs to CIs” in *Application Administration*. For details on viewing the SLA bar in Dashboard on the Console page, see “Service Level Management Results in Dashboard” in *Using Dashboard*.

### **Rules**

This KPI uses the following rules:

- ▶ “PNR (Point of No Return)” on page 233

## Response Time

Service Level Management measures the response time for Business Process Monitor transactions, Real User Monitor measurements, and SiteScope measurements.

Unit of measurement: seconds.

### Rules

This KPI uses the following rules:

- “BPM Average Response Time” on page 208
- “BPM Max. Response Time” on page 209
- “BPM Min. Response Time” on page 210
- “Best Child (Min.)” on page 206
- “Group Average Value” on page 223
- “RUM Page Average Response Time” on page 235
- “RUM Transaction Average Response Time” on page 238
- “RUM Transaction Max. Response Time” on page 239
- “RUM Transaction Min. Response Time” on page 240
- “Volume Average Value” on page 255
- “Worst Child (Max.)” on page 256



## SLM Status

---

**Note:** This KPI is for internal Mercury use only and should not be modified.

---

The SLM Status KPI is used by Mercury Business Availability Center for internal calculations needed to display the Status Snapshot. For details, see “Status Snapshot” in *Using Service Level Management*.

### Rules

This KPI uses the following rules:

- “Service Level Management Status” on page 243

## System Availability

Service Level Management calculates the availability percentages of measurements or monitors and compares them to the SLA objectives.

Unit of measurement: percentage.

### Rules

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “Cluster Availability” on page 218
- “External Source Average Availability” on page 220
- “Group Average Value” on page 223
- “SiteScope Average Availability” on page 243
- “SiteScope Monitor Availability” on page 249
- “Volume Average Value” on page 255
- “Worst Child (Min.)” on page 257

## System Performance

This KPI is used as a general performance indicator (for example, CPU, disk space, success sample rate) and also as the default KPI for Business Process Monitor CIs.

### Rules

This KPI uses the following rules:

- ▶ “Best Child (Min.)” on page 206
- ▶ “Children Success Ratio” on page 216
- ▶ “External Source Average Value” on page 221
- ▶ “Group Average Value” on page 223
- ▶ “SiteScope Average Value” on page 244
- ▶ “SiteScope Max. Value” on page 245
- ▶ “SiteScope Min. Value” on page 246
- ▶ “Volume Average Value” on page 255
- ▶ “Worst Child (Max.)” on page 256

## User Availability

Service Level Management calculates the availability percentages of end user measurements or monitors and compares them to the SLA objectives.

### Rules

This KPI uses the following rules:

- ▶ “Best Child (Max.)” on page 205
- ▶ “Cluster Availability” on page 218
- ▶ “Group Average Value” on page 223
- ▶ “RUM Session User Availability” on page 237
- ▶ “Volume Average Value” on page 255

- “Worst Child (Min.)” on page 257

## User Performance

This KPI displays information related to end-user performance.

### Rules

This KPI uses the following rules:

- “Best Child (Max.)” on page 205
- “Children Success Ratio” on page 216
- “Group Average Value” on page 223
- “RUM Session User Performance” on page 238
- “Volume Average Value” on page 255
- “Worst Child (Min.)” on page 257



# Part III

---

## Business Rules



# 5

---

## Business Rules Repository

The Business Rules Repository includes the rules available in Dashboard or Service Level Management and enables you to create new rules and to edit existing rules. For details about Dashboard rules, see Chapter 6, “Dashboard Business Rules Detailed Description”. For details about Service Level Management rules, see Chapter 7, “Service Level Management Business Rules Repository”.

<b>This chapter describes:</b>	<b>On page:</b>
About Rules Repository	74
Working with the Business Rules Repository	76
Example Scenario - Creating New Rules	77
Creating a Rule Using Cloning	80
Creating a Rule	80
Editing a Rule Using Override	81
Specifying the Rule Details	82
Configuring the Rules Global Parameters	85
Status Calculations	87
Displaying the Last Sample Details	92
Setting a Rule and Its Parameters Back to Default	93
Sample-Based and Time-Based Sampling	94

## About Rules Repository

A business rule is used to calculate the value and status of a Key Performance Indicator (KPI). Some of the rules are used by the Dashboard, others are used by Service Level Management.

A rule is the basic object that receives events (either samples or application messages), deals with processing the data, and holds the process results. To receive the events, the rule uses input filtering criteria called selectors. For details, see “Attaching New KPIs to CIs” in *Application Administration*.

In the adapter templates, which are used to map the entities in the data source to the configuration items (CIs) used by Mercury Universal CMDB, the business rule for each KPI is identified by an ID number. For a list of the rules ID numbers, see Chapter 6, “Dashboard Business Rules Detailed Description”.

The rule’s parameters are used to define the input for the rule. The values used for the parameters can be fixed values (defined within the parameter definition) or referenced values taken from the samples.

The rule parameters are defined in the Business Rules Repository, as part of each rule definition. Alternatively, rule parameters may be defined in an adapter template for a data source (as part of the KPI definition), and the values set for these parameters will override the definitions in the Business Rules Repository. For details, see “Editing KPI Properties” in *Application Administration* and *Source Manager Administration*.

The KPI must always have an associated business rule that defines the business logic. The business logic determines how the data will be handled to obtain a single status rating.

There are two categories of business rules:

- **Monitor rules** – these are rules that deal with original sample data for monitor CIs, for example, the Transaction Availability Rule. These rules calculate the actual value for the KPI, and assign a status to the value based on defined objectives. (The objective thresholds can be modified when defining/editing the KPI.)



- **Group rules** – these are rules that aggregate the status results of a number of child CIs to produce a status for the parent CI, for example, the Worst Child Rule.

For details, see “About Business Rules” in *Application Administration*.

Each KPI has been assigned a default business rule that is used when you attach a new KPI to a CI; the default is generally one of the group rules for that KPI. When editing a KPI or attaching a new KPI, you can select a different rule, from the list of rules that are applicable for that KPI.

If a KPI is associated with a logical CI then the rule that calculates the status and value of this KPI is probably a group rule – it uses the KPIs of other CIs in order to calculate its own status and value (for example: Worst Child rule).

A group rule is the basic object that receives events (either samples or application messages), deals with processing the data, and holds the process results. To receive the events, the rule uses input filtering criteria (selectors, described in “Selectors for KPIs” in *Application Administration*).

In the adapter templates, the business rule for each KPI is identified by a logic ID (the rule ID). For a list of the rules defined for Dashboard, see Chapter 6, “Dashboard Business Rules Detailed Description”. For a list of the rules defined for Service Level Management, see Chapter 7, “Service Level Management Business Rules Repository”.

Each rule’s parameters are used to define input for the rule. The values used for the parameters can be fixed values (defined within the parameter definition) or referenced values taken from the samples.

The rule parameters are defined in the Business Rules Repository, as part of each rule definition.

Depending on the type of rule, some rule parameters may be defined in an adapter template for a data source (as part of the KPI definition). The values set for these parameters will override the definitions in the Business Rules Repository. For a list of rule parameters, see each rule description in Chapter 6, “Dashboard Business Rules Detailed Description”.

Note that some rules are for use only by Dashboard or Service Level Management and are not available for use in your custom views.

---

**Note:** If you add a rule, a matching tooltip (with the same ID number) is automatically created. For more details, see “Tooltips Repository” on page 381.

---

The Service Level Management rules are divided into two sets:

- ▶ low level rules – used by items that receive data (monitors such as Business Process Monitor transactions, Real User Monitor, SiteScope monitors, and so forth)
- ▶ roll-up rules – used by higher levels in the hierarchy (applications, groups, business processes, and so forth)

For more details about Service Level Management rules, see Chapter 7, “Service Level Management Business Rules Repository”.

## Working with the Business Rules Repository

The Rules Repositories page displays the list of factory (pre-defined) rules available throughout Dashboard or Service Level Management to determine how source data is handled by Dashboard Administration or Service Level Management Administration.

Advanced users can modify existing repository objects and create new ones. This may be necessary when you want to customize the way information is presented in Dashboard or Service Level Management, to fit the needs of your organization. You may also need to create new objects when integrating data from a new external system into Dashboard or Service Level Management.

You can create a new customized rule by:

- ▶ cloning – this consists in (copying) a factory (pre-defined) or a customized rule to use as a template. For details, see “Creating a Rule Using Cloning” on page 80.
- ▶ creating a new rule. For details, see “Creating a Rule” on page 80.

You can edit an existing rule by overriding it (replacing it). For details, see “Editing a Rule Using Override” on page 81.

You can then customize the new rule or the overridden rule to your organization specifications. For details, see “Specifying the Rule Details” on page 82.

If you have created a new rule, you must attach it to a KPI. For details, see “Specifying KPI Details” on page 15.

## Example Scenario - Creating New Rules


This scenario describes the creation of two custom rules in Dashboard or Service Level Management. Those two rules are clones of the Impact Over Time rule. The RUM Impact Over Time rule and the Business Process Monitor Impact Over Time rule. These two rules have different criteria to calculate the financial loss of downtime.

This scenario has one stage: “Stage 1: Create the New Rules” on page 77.

### Stage 1: Create the New Rules

The first stage is to define the rules in the Business Rules Repository page of Dashboard Administration or Service Level Management Administration. This involves defining the rule parameters. In this scenario, the rule is set to apply only for the **Group** item class.

**To create the rule:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
- 2  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Select the **Business Rules** tab menu option to open the business rules page.

- In the **Factory Business Rules** area, select the **Impact Over Time Rule** that you want to clone.

<input type="checkbox"/>	23	com.mercury.am.rules.dashboard.bIDashboardRules.WorstChildRule	HP Worst Child Rule
<input checked="" type="checkbox"/>	24	com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule	Impact Over Time Rule
<input type="checkbox"/>	30	com.mercury.am.rules.dashboard.bIDashboardRules.SumRule	Summary of values

- Click the **Clone** button.
- The cloned rule appears in the **Custom Business Rules** area.

Custom Business Rules			
Id	Class Name ↕	Display Name	
<input type="checkbox"/>	2000	com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule	Impact Over Time Rule



- Click the appropriate **Edit Entity** button to open the Rule Details page.
- In the **Display Name** box, change the name of the rule to **RUM Impact Over Time**.
- In the **Description** box, add **- for RUM** at the end of the description to indicate that the rule is for Real User Monitor.

Rule Details	
Display Name:	<input type="text" value="RUM Impact Over Time Rule"/>
Class Name:	<input type="text" value="com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule"/>
Description:	<input type="text" value="Status based on: Financial loss due to non-availability over time"/>
Rule type:	<input type="text" value="Group"/>
Relevant result type:	<input checked="" type="checkbox"/> Status <input type="checkbox"/> Value
Units:	<input type="text" value="\$"/>



- In the **Parameters** area, click the **Edit** button of the **DollarImpactFactor** parameter to open the Parameter Details page.

- 11** Change 600 to 1000 in **Default Value** box.

The screenshot shows a dialog box titled "Parameter Details". It contains the following fields and values:

- Name: DollarImpactFactor
- Description: (empty)
- Type: Double
- Default Value: 1000
- Presentation class: (empty)

At the bottom of the dialog are two buttons: "OK" and "Cancel".

- 12** Click **OK** to save the changes to the parameter
- 13** Click **OK** to save the changes to the rule.
- 14** Repeat steps 4 and 11 to define the **BPM Impact Over Time** rule with a **DollarImpactFactor** of 500, and add - **for BPM** at the end of the description.

The result is as follows:



Custom Business Rules				
Id	Class Name	Display Name	Description	Actions
<input type="checkbox"/> 2001	com.mercury.am.rules.dashboard.bkpiRules.BisImpactOTRule	BPM Impact Over Time Rule	Status based on: Financial loss due to non-availability over time	
<input type="checkbox"/> 2000	com.mercury.am.rules.dashboard.bkpiRules.BisImpactOTRule	RUM Impact Over Time Rule	Status based on: Financial loss due to non-availability over time	

The next step is to attach those new rules to the new KPIs that were created. For details, see “Stage 3: Attach the New Rules to the New KPIs” on page 12.

## Creating a Rule Using Cloning

You can create a customized rule by cloning an existing rule and modifying it. The existing rule can be a factory rule or a customized rule. The original rule is still available. The cloned rule is automatically assigned a new Rule ID.

**To create a rule using cloning:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
-  2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Click the **Business Rules** tab menu option to open the rules page.
- 4 In the **Factory Rules** or **Custom Rules** area, select the rule you want to clone.
- 5 Click the **Clone** button. The cloned rule appears in the Custom Rules area.
-  6 To specify the rule's details (you can do it now or at a later time), click the appropriate **Edit** button to open the Rule Details dialog box. For details, see "Specifying the Rule Details" on page 82.

---


**Note:** Change the name of the rule you have cloned to make sure you attach the appropriate rule to a specific KPI.

---

## Creating a Rule

You can create a new rule that is not based on an existing rule.

**To create a new customized rule:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
-  2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Click the **Business Rules** tab menu option to open the rules page.

- 4 In the **Custom Rules** area, click the **New Item** button to open the Rule Details dialog box in which you specify the details of the rule you want to create.
- 5 Proceed to “Specifying the Rule Details” on page 82.

## Editing a Rule Using Override


You can override an existing factory rule with a new custom rule. The existing rule that you override is marked as overridden and a copy of the rule appears in the Custom Rules area. The rule that you modify in the Custom Rule area overrides the original factory rule. The original factory rule is disabled. The overriding rule and the original rule have the same Rule ID.

---

**Note:** If you later delete a custom rule, which was created by overriding a factory rule, the original factory rule is restored.

---

**To edit a rule using Override:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
- 2  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Click the **Business Rules** tab menu option to open the rules page.
- 4 In the **Factory Rules** area, select the rule you want to override.
- 5 Click the **Override** button. In the Factory Rule area the note (Overridden) appears underneath the overridden rule as follows:

<input type="checkbox"/>	3 (Overridden)	com.mercury.topaz.bam.application .rules.SSMeasurement	Sitescope Measurement Rule	Status based on measurement s3
--------------------------	-------------------	---	-------------------------------	-----------------------------------

A copy of the factory rule appears in the Custom Rules area.



**6** In the Custom Rules area, click the **Edit Rule** button relevant to the rule you overrode, to open the Rule Details dialog box in which you customize the new rule.



**7** To specify the rule's details (you can do it now or at a later time), click the appropriate **Edit Entity** button to open the Rule Details dialog box. For details, see below.

## Specifying the Rule Details

In the Rule Details dialog box, you can modify existing detailed information for the rule. You can also modify existing information or enter new information about the rule parameters and the Objective parameters. For more details, see “KPI Objectives” in *Application Administration*.

This section includes the following topics:

- ▶ “Specifying the Rule Details” on page 82
- ▶ “Specifying the Rule Parameter Details” on page 83
- ▶ “Specifying the Rule Objective Parameters” on page 84

### Specifying the Rule Details

You can specify the rule details.

**To specify rule details:**

- 1** Access the Rule Details dialog box.
- 2** In the **Display Name** box, enter the name of the rule as it is to be displayed in the UI.
- 3** In the **Class Name** box, enter the name of the class the rule belongs to. It includes the Java class that implements the rule, with the full path to the root.
- 4** In the **Description** box, enter a description of the rule.



- 5 Select one of the following in the **Rule type** list. For details, see “About Business Rules” in *Application Administration*:
  - ▶ **Both**. So the rule can be applied both to group and monitor
  - ▶ **Group**. So the rule can be applied to a group
  - ▶ **Monitor**. So the rule can be applied to a monitor
- 6 Select one of the following in the **Relevant result type** area. For details, see “Saving Measurements Data” in *Application Administration*:
  - ▶ **Status**. So the rule result is displayed as a status indicator
  - ▶ **Value**. So the rule is displayed as a value
- 7 In the **Units** box, enter the type of unit applicable to the rule results (relevant only when you selected **Value** in the **Relevant result type** area, see above for more details). For more details about the available units, see “Units of Measurement for Objectives” in *Application Administration*.
- 8 In the Rule parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter. For details, see “Specifying the Rule Parameter Details” on page 83 and “Specifying the Rule Objective Parameters” on page 84.
- 9 In the Objective Parameters area, click the **New** button to enter new objective parameters or click the relevant **Edit** button to modify an existing parameter. For details, see “Specifying the Rule Parameter Details” on page 83.

### Specifying the Rule Parameter Details

In the **Parameter Details** window, you can either modify existing information or enter new information about the rule’s parameters.

#### To specify the rule parameter details:

- 1 In the Rule Details dialog box, in the Rule parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter.
- 2 In the **Name** box, enter or modify the name of the parameter. The parameter name is used as a key.
- 3 In the **Description** box, enter or modify the parameter description.

- 4 In the **Type** box, enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.
- 5 In the **Default value** box, enter the value to be listed as the default value of the parameter in Dashboard or Service Level Management. Note that for some of the rules, the default values can be: **sampleBased** or **timeBased** and indicates if the calculation performed by the rule is based on the sample values or is calculated.
- 6 In the **Presentation class** box, enter the name of the presentation class.

---

**Note:** For a list of rule parameters and their default values, see each rule description in Chapter 6, “Dashboard Business Rules Detailed Description”.

---

- 7 Click **OK** to save the new rule details and close the Parameter Details dialog box.
- 8 You may now specify the rule’s objective parameters if necessary. For details, see “Specifying the Rule Objective Parameters” on page 84.


### **Specifying the Rule Objective Parameters**

When you set the objectives for a specific Business rule in the Repositories tab, they are applicable everywhere the rule is used; they become the default objectives for this rule.

You can then override those defaults for a specific KPI. For details, see “KPI Objectives” in *Application Administration*.

The objective parameters are based on a measurement unit that depends on the format of the data handled by the business logic. For details, see “KPI Objectives” in *Application Administration*.

#### **To create or edit an objective parameter for a specific rule:**

- 1 Select **Admin > Dashboard** or **Service Level Management**
- 2  Click the down arrow in the **Repositories** tab and select **Rules**.
- 3 Select the appropriate rule and click the **Edit** button.


- 4 You can then:
  - ▶ click the **New** button in the **Objective parameters** area to open the Parameter Details page
  - ▶ click the **Edit** button for the objective parameter you want to modify to open the Parameter Details page
- 5 Enter the parameter details. For details, see “Specifying the Rule Parameter Details” on page 83.
- 6 If you created a new rule, you must now attach the rule to the appropriate KPI. For details, see “Stage 3: Attach the New Rules to the New KPIs” on page 12. If you cloned or overrode an existing rule, the rule is already attached to the appropriate KPI.

## Configuring the Rules Global Parameters

You can edit all rules global parameters by accessing the Global Attributes page from the **Rules** page. The global attributes for rules are listed in “Rule Global Attributes” on page 86.

You can also modify existing information or enter new information for the global attribute details.

**To globally edit all factory rules:**

- 1 Select **Admin > Dashboard** or **Service Level Management**.
- 2  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Click the **Business Rules** tab menu option to open the rules page.
- 4 Click the **Edit Globals** button to open the **Global Attributes Details** page.
- 5 You can then:
  - ▶ enter new global attribute details by clicking the **New** button to open the **Global Attribute Details** window
  - ▶ edit existing global attribute details by clicking the relevant **Edit** button to open the **Global Attribute Details** window

- 6 Enter or modify the appropriate parameters:
  - **Key.** The global attribute key.
  - **Value.** The value of the global attribute.
  - **History Size (approximately).** The time period (in hours) used when calculating history and trend status. The range is 1 to 6 hours.
  - **Type.** The type of KPI value that is saved to the CMDB. Select **Boolean**, **Number**, or **String**.
- 7 Click **OK** to save the changes and return to the previous page.

### Rule Global Attributes

The global attributes for the rules are listed in the following table.

Display Name	Usual Default Value	Description
saveLastSample	false	Defines whether the last sample is presented in Dashboard or Service Level Management when clicking on the status icon. For details, see “Displaying the Last Sample Details” on page 92.
HistoryType	Worst	Defines the history calculation type to be used when calculating history status. Values can be: <b>Worst</b> , <b>Average</b> , or <b>None</b> (no history status displayed). For details, see “Configuring the Rules Global Parameters” on page 85.
HistorySize	60	Defines a time period (in hours) used when calculating history and trend status. Enter round hours between 1 and 6.
saveValuesToPersistency	false	Set <b>saveValuesToPersistency</b> to <b>true</b> if you want Dashboard or Service Level Management to save CIs and KPIs value data to be displayed in the KPI Over Time with Value report. For details, see “KPIs Over Time Reports” in <i>Using Dashboard</i> .

Display Name	Usual Default Value	Description
saveValuesToPersistencyInterval	900	Defines the periodicity (in minutes) with which the value of the KPI is saved to the CMDB (to be used in KPI Over Time with Value reports). For details, see “KPIs Over Time Reports” in <i>Using Dashboard</i> .
Calculate Trend	false	Defines whether the trend should be calculated (and displayed) or not.

---

**Note:** To override the global parameters values for individual rules, you must add the relevant parameter to the relevant rule and then modify its value.

---

## Status Calculations

Every KPI can hold three icons: real time status, trend, and history.



The way status is determined for these icons is described in the following sections:

- “Status Scores” on page 88
- “History Calculation” on page 89

- “Trend Calculation” on page 90
- “Modifying the Trend and History Status Calculations” on page 90

### **Status Scores**

Real-time statuses can be:

- 0 – worst
- 5 – bad
- 10 – middle
- 15 – good
- 20 – best

In most rules, only the main three statuses (0, 10 and 20) are used.

When a score has been calculated from more than one value, the scores are assigned status using the following definitions:

- 0 = worst
- $0 < \text{score} < 7.5 = \text{bad}$
- 7.5 to 12.5 (inclusive) = middle
- $12.5 < \text{score} < 20 = \text{good}$
- 20 = best

They are then assigned the colors:

- worst – red
- bad – orange
- middle – yellow
- good – olive
- best – green

---

**Note:** Only relevant statuses (0-20) are taking into consideration (“grey” statuses are ignored).

---

## History Calculation

The history status icon displays either the worst status or the average status for the CI’s KPI during a specified time period.

The calculation method for history status is determined by the value set for the **HistoryType** parameter (one of the global parameters in the Business Rules Repository, described in “Rule Global Attributes” on page 86). The possible calculation methods are **Worst** (default value) or **Average**. Whichever calculation method is used, only status scores that have meaning (scores 0 to 20—the non-gray icons) are taken into consideration.

- ▶ **Worst.** Consists in taking the worst status over the period of time specified in the **HistorySize** parameter (also one of the global parameters)

For example: if HistorySize is 60 minutes (default value) and the KPI’s values for the last 60 minutes are: 10, 10, 5, 0, -2, 20, the worst status is 0, so the history icon is red.

- ▶ **Average.** The Average calculation consists in taking the average status over the period of time specified in the **HistorySize** parameter (Simple Moving Average). The calculation result is rounded to the nearest of the following values: 0, 5, 10, 15, or 20.

For example: if HistorySize is 60 minutes and the KPI’s values for the last 60 minutes are: 10, 10, 5, 0, -2, 20, the Average status is 10 (rounded from  $(10+10+5+0+20)/5=9$ ), so the history icon is yellow.

## Trend Calculation

The trend status icon shows the trend in real-time status for the CI KPI, using three directions: up, down, and no change.

Trend analysis is performed by comparing the Simple Moving Average (SMA) value for a long window with the SMA for a short window. If the short window SMA is higher than the long window SMA, the trend is considered to be up. If the long window SMA is higher, the trend is considered to be down. The SMA is calculated only on status scores that have meaning (scores 0 to 20—the non-gray icons).

- ▶ **Long window SMA.** Based on the mean status of a KPI over the period of time specified in the **HistorySize** parameter (default = 60 minutes), one of the global parameters in the Business Rules Repository, described in “Rule Global Attributes” on page 86
- ▶ **Short window SMA.** Based on the mean status of a KPI over the period of time defined by (**TrendRate** \* **HistorySize**). The **TrendRate** parameter (default = 0.3) represents the time rate between the long and short window, and is defined in the hidden parameters described in “Modifying the Trend and History Status Calculations” on page 90

## Modifying the Trend and History Status Calculations

You can modify the way the trend and history statuses are calculated and displayed, by editing certain rule parameters. A rule parameter can be set in three places:

- ▶ as part of the global rule parameters that apply to all rules and affect all CIs. For details on editing global parameters, see “Configuring the Rules Global Parameters” on page 85
- ▶ directly for a rule, so that it affects all CIs that use this rule. For details on editing rule parameters, see “Specifying the Rule Details” on page 82

Some of the parameters for trend and history statuses are predefined and can be viewed and edited in the Business Rules Repository page; others are hidden, but can be manually added on the Repositories tab if you want to override the parameter default value.



## Business Rules Repository Parameters

You can modify various global parameters for trend and history status in the Business Rules Repository, as follows:

- ▶ You can specify whether or not you want trend status and/or history status displayed for CIs.
- ▶ You can change the window of time used for trend and history calculations.
- ▶ You can specify the calculation type for history status.

For details, see “Rule Global Attributes” on page 86.

Note that the global parameters can be overridden by defining a different value for the relevant parameter within a specific rule.

## Hidden Parameters

The history and trend statuses use the following hidden parameters. These are parameters with default values that are not visible to the user. However, if necessary, they can be overridden by defining the parameter in the global parameters for the Business Rules Repository (described in “Configuring the Rules Global Parameters” on page 85).

Name	Default Value	Description
<b>TrendRate</b>	<b>0.3</b>	Sets the time rate between the long window (period of time defined by the <b>HistorySize</b> parameter) and a short window.
<b>CalculationGranularity</b>	<b>20</b>	Sets the time difference, in seconds, between recalculating statuses for a view. This knowledge is shown in <code>&lt;MercyrAM&gt;\log\EJBcontainer\TrinityStatistic.log</code> .

The **CalculationGranularity** parameter determines how many calculations will be performed for a CI in a certain period of time. During normal functioning, Dashboard or Service Level Management perform the calculation approximately every 20 seconds (~180 calculations/hour). If Dashboard or Service Level Management is running without a problem, there is no reason to change the default value.

If Dashboard or Service Level Management has a heavy calculation load, causing the calculations to take more time, Dashboard or Service Level Management might automatically adjust the granularity to calculate less often. For example, calculation may take place every minute or more, meaning 60 or less calculations an hour. If this is a problem, you can define the **CalculationGranularity** parameter above, to override the automatic granularity rate; however, this modification should be made with great caution, and only by advanced users. Contact Mercury Customer Support for assistance.

---

**Note:** If the **CalculationGranularity** parameter is not changed when there is a heavy calculation load, this will not cause wrong results, but note that calculations will be done on a longer time scale (for example, calculation may be done on a history size of three hours instead of one hour).

---

## Displaying the Last Sample Details

You can set Dashboard or Service Level Management to save details from the last sample received for a CI, so that these details can be viewed in the Event Details window for the CI in Dashboard or Service Level Management (described in “Viewing Sample Details” in *Using Dashboard*).

Last sample details are kept in memory using the **saveLastSample** property. You can use this property to store sample details only for specific CI KPIs, or for all KPIs.

After setting the property in the Business Rules Repository, you must restart Mercury Business Availability Center for the changes to take effect.

---

**Note:** Storing last sample details may require use of a large amount of memory, slowing down Dashboard or Service Level Management performance.

---

**To save the last sample details:**


- ▶ To set the property for an individual business rule, override the rule in the Business Rules Repository. In the Rule Details window for the new custom rule, add a new parameter **saveLastSample** with default value **true**. (Note that this property need only be defined for rules that apply to monitor CIs.)
- ▶ To set the property for all business rules, click the **Edit Globals** button in the Business Rules Repository to view the Global Attributes list. Edit the **saveLastSample** attribute to change its value to **true** (default setting is **false**).

For more details on editing global attributes, see “Configuring the Rules Global Parameters” on page 85.

## Setting a Rule and Its Parameters Back to Default

If you have modified a rule or its parameters, you might need to return the rule and its parameters to their defaults.

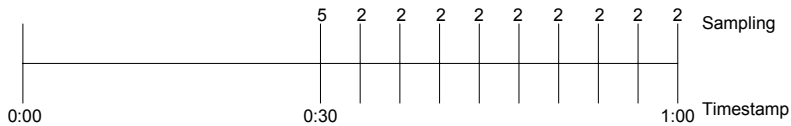
**To set a rule and its parameters back to default:**

- 1** Select **Admin > Dashboard** or **Service Level Management**.
-  **2** Click the down arrow in the **Repositories** tab and select **Rules**.
- 3** In the **Custom Rules** area, delete the copy of the rule you want to return to default.
- 4** Click **OK**. The rule and its parameters are returned to their defaults.

## Sample-Based and Time-Based Sampling

Monitor rules are time-based or sample-based. The time-based sampling is more accurate than the sample-based sampling when samples are not taken regularly; for example, SiteScope sampling accelerates when a problem occurs. When samples are taken regularly, time-based and sample-based sampling provide the same results.

If you have the following sample:



The result of the first part of the sampling period is 5. After that the result of each sampling period is 2.

The sample-based result is calculated as follows:

$$(5+8 \times 2)/9 = 2.33$$

The samplings are as follows: 1 sampling with the value 5 and 8 samplings with the value 2. The total number of samplings is 9.

The time-based result is calculated as follows:

$$(30 \times 5 + 30 \times 2)/60 = 3.5$$

During 30 seconds the value was 5. During the next 30 seconds the value was 2. The total sampling time was 60 seconds.

# 6

---

## Dashboard Business Rules Detailed Description

This chapter describes the rules available in Dashboard and lists the KPIs to which they are assigned.

<b>This chapter describes:</b>	<b>On page:</b>
Average Availability of Weighted Volume	98
Average Latency of Weighted Volume	98
Average of Converted Performance Results in %	100
Average of Values	101
Average Performance of Weighted Volume in %	102
Average Performance of Weighted Volume in Seconds	103
Best Child Rule	104
Customer Rule	105
Dashboard PNR Rule	106
Deep Transaction Tracing Monitor Availability	107
Deep Transaction Tracing Monitor Failed Tx Business Impact	109
Deep Transaction Tracing Monitor Late Tx Business Impact	110
Deep Transaction Tracing Monitor Performance	111
Deep Transaction Tracing Monitor Total Tx Business Impact	113
Diagnostics for J2EE/.Net General	114
EMS Simple Rule	116

<b>This chapter describes:</b>	<b>On page:</b>
Generic Formula Rule	118
Generic Sample Rule	121
Generic Sum of Values Over Time Rule	125
Generic Two Arguments Rule	129
HP OpenView Service Navigator Rule	133
HP Worst Child Rule	134
Impact Over Time Rule	135
Locations Grouped Parent Rule	137
Locations Grouped Rule	139
Number of Running Sessions Rule	142
Number of Tasks in Error Rule	143
Number of Running Sessions Rule	144
Percentage Rule	145
Real Time Impact	149
RUM Bandwidth Rule	150
RUM Component Availability Rule	152
RUM Event Monitor Volume Rule	153
RUM Latency Rule	155
RUM Page Monitor Availability Rule	157
RUM Page Monitor Performance Rule	158
RUM Page Monitor Volume Rule	160
RUM Session Monitor Availability Rule	161
RUM Session Monitor Performance Rule	163
RUM Session Monitor Volume Rule	165
RUM Transaction Monitor Availability Rule	166

<b>This chapter describes:</b>	<b>On page:</b>
RUM Transaction Monitor Performance Rule	168
RUM Transaction Monitor Volume Rule	170
SAP Alerts Rule	171
Service Level Management Tracking Period Alert	172
Sessions Custom Data Rule	173
Sitescope Measurement Rule	174
Sitescope Measurement Siebel Processes Rule	176
Sitescope Measurement Time-Based Rule	177
Sitescope Measurement with Custom Data Rule	178
Sitescope Monitor Rule	179
Sitescope Monitor Time-Based Rule	181
SiteScope Vertical Measurement	182
SiteScope Vertical Rule	183
Sum of Values Rule	185
Sum of Volume Rule	186
Summary of Values Rule	187
Transaction Availability Rule	187
Transaction Performance Rule	189
Transactions Grouped Parent Rule	190
Transactions Grouped Rule	192
Worst Child Rule	194

## Average Availability of Weighted Volume

Calculates the weighted average based on the total number of users accessing the page monitored by the Monitor, based on the Sum of availability of Monitors Per volume.

This is a group rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Availability” on page 31

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Average Latency of Weighted Volume

Calculates the weighted average of the latency of the monitored End User groups weighted by the volume of users and the weighted relationships.

For details about weighted relationships, see “Working with Relationships” in *IT Universe Manager Administration*.



## **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Latency” on page 37

## **Parameters**

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

## **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Average of Converted Performance Results in %

Converts the monitors status into percentages using the Average of Performance Results in % rule, then calculates the average, compares the average to the objectives, and provides the result in percentages.

### KPIs Using This Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Average of Values

Converts the monitors status into percentages using the Average of Performance Results in % rule, then calculates the average, compares the average to the objectives, and provides the result in percentages.

### KPIs Using This Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Parameters

The rule does not have parameters.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Average Performance of Weighted Volume in %

Calculates the average performance based on the weighted volume (total number) of users accessing the page monitored by the Monitor, where the performance of the monitor has been converted to percentages by the Average of Performance Results rule.

### KPIs Using This Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Average Performance of Weighted Volume in Seconds

Calculates, in seconds, the average performance based on the weighted volume (total number) of users accessing the page monitored by the Monitor, where the performance of the monitor has been converted to percentages by the Average of Performance Results rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Best Child Rule

Calculates the best result value based on all the CI's KPI children (based on the highest **status** held by any of the child CIs). This is a group rule.

If, for example, at least one CI within a subgroup currently has green status, then the CIs for both the subgroup and group that contain that CI will also display green status.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Availability” on page 31
- “Bandwidth” on page 32
- “Component Availability” on page 32
- “Customer” on page 33
- “HP System” on page 36
- “Latency” on page 37
- “Locations” on page 38
- “Performance” on page 41
- “SAP” on page 44
- “SAP Alerts” on page 45
- “System” on page 48
- “Transactions” on page 50
- “User” on page 52
- “Volume” on page 53

### Parameters

This rule does not have parameters.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Customer Rule

Displays the status of the worst KPI of all the CIs' children. If, for example, at least one CI within a subgroup currently has green status, then the CIs for both the subgroup and group that contain that CI will also display green status.

**KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Customer” on page 33

**Parameters**

The rule does not have parameters.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.

- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Dashboard PNR Rule

Produces status to be presented in the Dashboard, based on Point of No Return (PNR) samples (created by the corresponding internal SLM PNR. For details, see “PNR (Point of No Return)” on page 233).The status is displayed in bar form in the Dashboard tab. The PNR samples measure unavailability in the period of time that has elapsed, and how much time remains before the SLA is in breach of contract.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“PNR” on page 42

### Parameters

The rule does not have parameters.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



## Deep Transaction Tracing Monitor Availability

Calculates the average of Deep Transaction transaction availability over time.

The external system provides information about the threshold to use to calculate the availability of the Deep Transaction transaction. This information is provided in the Response Time Threshold that is part of the sample itself.

This is a monitor rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Availability” on page 31

### Understanding the Deep Transaction Tracing Monitor Availability Rule

If a CI has children that are Deep Transaction transactions, the Deep Transaction Tracing Monitor Availability Rule calculates the average availability of all the children transactions. The value of the availability for each transaction is the result of the comparison between the transaction value in the sample and the Response Time Threshold that is included in the sampling.

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Deep Transaction Tracing Monitor Failed Tx Business Impact

Calculates the financial loss caused to the organization when Deep Transaction transactions have failed.

This is a monitor rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“DT Failed Impact” on page 34

### Understanding the Deep Transaction Tracing Monitor Failed Tx Business Impact

If a CI has children that are Deep Transaction transactions, the Deep Transaction Tracing Monitor Failed Tx Business Impact displays the result provided by the sample. The result is the financial loss occurred by the organization based on the number of transactions that have failed during the time period specified in the **duration** parameter.

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **Deep Transaction Tracing Monitor Late Tx Business Impact**

Calculates the financial loss caused to the organization when Deep Transaction transactions have not been sent on time (late).

This is a monitor rule.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“DT Late Impact” on page 34

### **Understanding the Deep Transaction Tracing Monitor Late Tx Business Impact**

If a CI has children that are Deep Transaction transactions, the Deep Transaction Tracing Monitor Late Tx Business Impact displays the result provided by the sample. The result is the financial loss occurred by the organization based on the number of transactions that have not been sent on time (are late) during the time period specified in the **duration** parameter.

## Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Deep Transaction Tracing Monitor Performance

Calculate the average of a Deep Transaction transaction performance over time.

This is a monitor rule.

## KPIs Using this Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

## Understanding the Rule

If a CI has children that are Deep Transaction transactions, the Deep Transaction Monitor Performance Rule analyzes the sample and counts the number of failed transactions (x) and the total number of transactions (y), calculates  $y-x$  which represents the number of successful transactions, and divides it by y to get the percentage of successful transactions which represents the performance of the transaction.

## Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.

- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Deep Transaction Tracing Monitor Total Tx Business Impact

Calculates the financial loss caused to the organization when Deep Transaction transactions have not been sent on time (late) or when they have failed. The rule adds the results of the Deep Transaction Monitor Total Tx Business Impact rule and the Deep Transaction Monitor Late Tx Business Impact rule.

This is a monitor rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“DT Total Impact” on page 35

### Understanding the Deep Transaction Tracing Monitor Total Tx Business Impact Rule

If a CI has children that are Deep Transaction transactions, the Deep Transaction Tracing Monitor Total Tx Business Impact displays the result provided by the sample. The result is the financial loss occurred by the organization based on the number of transactions that have not be sent on time (are late) added to the number of transactions that have failed during the time period specified in the **duration** parameter.

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **Diagnostics for J2EE/.Net General**

Calculates the status of the Mercury Diagnostics Application KPI based on the worst of all statuses from the J2EE rules calculations. For more details about Diagnostics for J2EE/.Net, refer to the Mercury Diagnostics documentation.



## **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Application” on page 30

## **Parameters**

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## EMS Simple Rule

Calculates the KPI status based on metrics collected from UDX (custom data) event or old EMS samples for a typical EMS system.

Status is assigned according to the following values:

KPI status	Value for an EMS UDX Sample	Value for an EMS non-UDX Sample
Uninitialized	0	0
Informational	1	10
Warning	2	20
Minor	3	30
Major	4	40
Critical	5	50

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Availability” on page 31
- “HP System” on page 36
- “Locations” on page 38
- “SAP” on page 44
- “SAP Alerts” on page 45
- “Performance” on page 41
- “System” on page 48
- “Transactions” on page 50
- “User” on page 52

## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Number of Problematic Samples.** The number of samples that have the required status.

A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status.

For example, **Total Number of Samples=5, Number of Problematic Samples=3**; if three samples in the accumulated samples have a red status, the rule status changes to red.

**Total Number of Samples.** The total number of samples. See Number of Problematic Samples parameter for more details.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Generic Formula Rule

Use this rule to add new business logic behavior to Dashboard.

The rule uses a language that provides a set of calculation methods that can be applied to every type of sample (legacy and Enterprise Management Systems (EMS)).

This rule applies only to monitor CIs that are based on samples.

In Dashboard, the rule is time-based and the formula should provide a single aggregated result (sum, count, average, and so forth) of all the data collected during the period specified in the **duration** parameter.

---

### Note:

- ▶ Using the Generic Formula rule might have an impact on performance as the rule parses and evaluates string expressions. Using this rule should be considered carefully and only when no other rule answers the requirements and when the application does not include large amounts of monitor nodes.
  - ▶ The formula is not validated.
- 

### KPIs Using this Rule

You can attach this rule to an existing KPI or to a new KPI that you create. For details, see below.

This rule is used by the following KPI(s):

- ▶ “Application” on page 30
- ▶ “Availability” on page 31
- ▶ “Bandwidth” on page 32
- ▶ “Component Availability” on page 32
- ▶ “HP System” on page 36
- ▶ “Latency” on page 37

- “Performance” on page 41
- “System” on page 48
- “User” on page 52
- “Volume” on page 53

## Understanding the Rule

To use the Generic Formula rule, you must first customize the rule, attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all the CI parents.

Enter the formula that you want the rule to use in the **Formula** parameter. For details on how to access the **Formula** parameter, see “Specifying the Rule Parameter Details” on page 83.

## Writing a Formula

The formula is based on operands, operators, functions, constants, and sample field values. The formula needs to use only fields from the selected samples. The samples for the rule depend on the specific KPI’s selector, therefore the formula must support the collected sample structure.

The rule takes values from the specified samples during the time period specified in the **duration** parameter, puts those values in the aggregated formula, and compares the result with the specified objectives.

---

**Note:** There is no automatic validation to check if the formula supports the collected sample structure. There is no automatic validation for the correctness or syntax of the formula.

---

Any valid dashboard sample is valid for this rule.

The formula language is based on the Generic Data Engine (GDE) parser language to be consistent with the open formula writing (like in GDE OpenAPI). For more information, see “The OpenAPI Query Builder” in *Integrating with Third-Party Applications*.

The formula must always be an aggregated formula. It should contain aggregation functions and mathematical operators between them. The operands can either be constant numbers or aggregation functions.

The formula elements are:

- ▶ supported operators: `*`, `+`, `-`, `/`, `()`
- ▶ supported aggregation functions: **sum**, **min**, **max**, **avg**, **count**, **stddev**, **sumofsqr**
- ▶ supported manipulation function: **if**

The rule calculates a single numeric value based on the samples collected during the duration. The value is then evaluated according to the given objectives and the status is set accordingly.

Examples:

```
Avg(dResponseTime)*2
```

```
sum(dResponseTime)/count(u_iStatus)
```

```
sum(if(u_iStatus=,0,dResponseTime,0))/sum(if(u_iStatus=,0,1,0))
```

## Parameters

The rule parameters are:

**Formula.** The formula to be used to calculate the value or the status of the KPI to which the Generic Formula rule is attached, for the time period specified in the **duration** parameter.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**Time stamp field.** The name of the time stamp field in the external source sample, if its name is not **time\_stamp**.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Generic Sample Rule

Use this rule to create a customized rule. The rule compares the value of a selected field from a sample to the objectives and returns the result of the comparison.

The tooltip of the Generic Sample Rule is empty.

### KPIs Using this Rule

You can attach this rule to an existing KPI or to a new KPI that you create. For details, see below.

This rule is used by the following KPI(s):


- “Application” on page 30
- “Availability” on page 31

- “Bandwidth” on page 32
- “Component Availability” on page 32
- “HP System” on page 36
- “Latency” on page 37
- “Performance” on page 41
- “System” on page 48
- “User” on page 52
- “Volume” on page 53

### Understanding the Rule

To use the Generic Sample rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all the CI parents.

#### To create a customized Generic Sample Rule:

- 1** Select **Admin > Dashboard**, and select **Business Rules** in the Repositories tab.
- 2** In the Factory Business Rules area, select the **Generic Sample Rule** and click **Clone**.
-  **3** In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Sample Rule to open the Rule Details window.
- 4** In the **Display Name** box, enter a new name for the cloned rule.
- 5** In the Rule Parameters area:



- a** Click the **Edit** button corresponding to the **Field Name** to open the Parameter Details window. In the **Default Value** box, specify the name of the field (in the sample) on which to apply the rule. The field must have a numeric value. Click **OK** to save the change.

---

**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---



- b** If the name of the time stamp field in the sample is not `time_stamp`, click **Edit** for the **Time Stamp Field** parameter. In the **Default Value** box, enter the name of the sample time stamp field. The type of the sample time stamp field must be time. Click **OK** to save the change.



- 6** If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see “Specifying the Rule Objective Parameters” on page 84.

---

**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---

- 7** Click **OK** to save the changes.

#### To define the customized rule for a KPI:

- 1** Select **Admin > Dashboard**, and select **KPIs** in the Repositories tab.
- 2** In the Factory KPIs area, select any KPI and click **Clone**.



- 3** In the Custom KPIs area, click the **Edit** button corresponding to the KPI you just cloned to open the Item Details window.
- 4** In the **Display Label** box, enter a new name for the cloned KPI.
- 5** In the **Default Rule** list, select **Worst Child**.
- 6** In the **Applicable Rules** list, select **Worst Child**, click **CTRL** and click the cloned Generic Sample Rule you just created.
- 7** In the **Applicable Sections** list, select **Dashboard**.
- 8** Click **OK** to save the changes.

#### To attach the customized rule to a KPI for a CI:

- 1** Select **Admin > Dashboard**, and select the **KPIs** tab.
- 2** Select a view.
- 3** Select the appropriate monitor level to which you want to attach the KPI.
- 4** Click **New KPI** to open the New KPI window.

- 5 In the **KPI** list, select the KPI you just created.
- 6 In the **Business rule** list, select the generic rule you just created.
- 7 Click **OK** to save the changes.

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Field Name.** The name of the sample field you want to compare to the objectives. The field must have a numeric value.

**Time stamp field.** The name of the time stamp field in the external source sample, if its name is not **time\_stamp**.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Generic Sum of Values Over Time Rule

Use this rule to create a customized rule. The rule adds the values of the selected sample field for all the samples that arrive during the time period specified in the **duration** parameter.

The tooltip for the Generic Sum of Value Over Time Rule is empty.

### KPIs Using this Rule

You can attach this rule to an existing KPI or to a new KPI that you create. For details, see below.


This rule is used by the following KPI(s):

- “Application” on page 30
- “Availability” on page 31
- “Bandwidth” on page 32
- “Component Availability” on page 32
- “HP System” on page 36
- “Latency” on page 37
- “Performance” on page 41
- “System” on page 48
- “User” on page 52
- “Volume” on page 53

### Understanding the Generic Sum of Values Over Time Rule

To use the Generic Sum of Values Over Time rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all the CI parents.

**To create a customized Generic Sum of Values Over Time Rule:**

- 1** Select **Admin > Dashboard**, and select **Business Rules** in the Repositories tab.
- 2** In the Factory Business Rules area, select the **Generic Sum of Values Over Time Rule** and click **Clone**.
-  **3** In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Sum of Values Over Time Rule to open the Rule Details window.
- 4** In the **Display Name** box, enter a new name for the cloned rule.
- 5** In the Rule Parameters area:



- a** Click the **Edit** button corresponding to the **Field Name** to open the Parameter Details window. In the **Default Value** box, specify the name of the field (in the sample) on which to apply the rule. The field must have a numeric value. Click **OK** to save the change.

---

**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---



- b** If the name of the time stamp field in the sample is not `time_stamp`, click the **Edit** button corresponding to the **Time Stamp Field** parameter. In the **Default Value** box, enter the name of the sample time stamp field. The type of the sample time stamp field must be time. Click **OK** to save the change.



- c** If required, in the **Default value** box, click the **Edit** button corresponding to the **duration** parameter and specify the sampling duration, in seconds. The default is 15 minutes (900 seconds).



- 6** If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see “Specifying the Rule Objective Parameters” on page 84.

---

**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---

**7** Click **OK** to save the changes.

**To define the customized rule for a KPI:**

**1** Select **Admin> Dashboard**, and select **KPIs** in the Repositories tab.

**2** In the Factory KPIs area, select any KPI and click **Clone**.



**3** In the Custom KPIs area, click the **Edit** button corresponding to the KPI you just cloned to open the Item Details window.

**4** In the **Display Label** box, enter a new name for the cloned KPI.

**5** In the **Default Rule** list, select **Worst Child**.

**6** In the **Applicable Rules** list, select **Worst Child**, click **CTRL** and click the cloned generic rule you just created.

**7** In the **Applicable Sections** list, select **Dashboard**.

**8** Click **OK** to save the changes.

**To attach the customized rule to a KPI for a CI:**

**1** Select **Admin> Dashboard**, and select the **KPIs** tab.

**2** Select a view.

**3** Select the appropriate monitor level to which you want to attach the KPI.

**4** Click **New KPI** to open the New KPI window.

**5** In the **KPI** list, select the KPI you just created.

**6** In the **Business rule** list, select the generic rule you just created.

**7** Click **OK** to save the changes.

## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Field Name.** The name of the sample field you want to compare to the objectives. The field must have a numeric value.

**Time stamp field.** The name of the time stamp field in the external source sample, if its name is not **time\_stamp**.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Generic Two Arguments Rule

Use this rule to perform a specific calculation based on the values of two specific fields. The calculation is performed as follows: calculate a value based on an operation (specified by the arithmetic operator) and two fields that are the sample's keys, multiply the result by a factor, and then compare the result with specified objectives.

You must create a KPI and attach the Generic Two Arguments Rule rule to that KPI.

The tooltip for the Generic Sum of Value Over Time Rule is empty.

### KPIs Using this Rule

There are no KPIs using this rule. You can attach this rule to an existing KPI or to a new KPI that you create. For details, see below.

### Understanding the Rule

To use the Generic Two Arguments Rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all the CI parents.

#### To create a customized Generic Two Arguments Rule:

- 1** Select **Admin > Dashboard**, and select **Business Rules** in the Repositories tab.
- 2** In the Factory Business Rules area, select the Generic Two Arguments Rule and click **Clone**.
- 3** In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Two Arguments Rule to open the Rule Details window.
- 4** In the **Display Name** box, enter a new name for the cloned rule.
- 5** In the Rule Parameters area:



- a** Click the **Edit** button corresponding to the **First Field Name** to open the Parameter Details window. In the **Default Value** box, specify the name of the first sample field on which to apply the rule. The field must have a numeric value. Click **OK** to save the change.





- b** Click the **Edit** button corresponding to the **Second Field Name** to open the Parameter Details window. In the **Default Value** box, specify the name of the second sample field on which to apply the rule. The field must have a numeric value. Click **OK** to save the change.

---

**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---



- c** If the name of the time stamp field in the sample is not `time_stamp`, click the **Edit** button corresponding to the **Time Stamp Field** parameter. In the **Name** box, enter the name of the sample time stamp field. The type of the sample time stamp field must be time. Click **OK** to save the change.



- d** If required, click the **Edit** button corresponding to the **duration** parameter and in the **Default value** box, specify the sampling duration, in seconds. The default is 15 minutes (900 seconds).



- e** If required, click the **Edit** button corresponding to the **Operator** parameter and in the **Default value** box, specify the operator (+, -, \*, or /) you want to use.



- f** If required, click the **Edit** button corresponding to the **Factor** parameter and in the **Default value** box, specify the value you want to use.



- 6** If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see “Specifying the Rule Objective Parameters” on page 84.

---


**Note:** The units of the objectives and of the field value must be the same. The result is provided with the same unit too.

---

- 7** Click **OK** to save the changes.



**To define the customized rule for a KPI:**

- 1 Select **Admin> Dashboard**, and select **KPIs** in the Repositories tab.
- 2 In the Factory KPIs area, select any KPI and click **Clone**.
-  3 In the Custom KPIs area, click the **Edit** button corresponding to the KPI you just cloned to open the Item Details window.
- 4 In the **Display Label** box, enter a new name for the cloned KPI.
- 5 In the **Default Rule** list, select **Worst Child**.
- 6 In the **Applicable Rules** list, select **Worst Child**, click CTRL and click the cloned generic rule you just created.
- 7 In the **Applicable Sections** list, select **Dashboard**.
- 8 Click **OK** to save the changes.

**To attach the customized rule to a KPI for a CI:**

- 1 Select **Admin> Dashboard**, and select the **KPIs** tab.
- 2 Select a view.
- 3 Select the appropriate monitor level to which you want to attach the KPI.
- 4 Click **New KPI** to open the New KPI window.
- 5 In the **KPI** list, select the KPI you just created.
- 6 In the **Business rule** list, select the generic rule you just created.
- 7 Click **OK** to save the changes.

**Parameters**

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**First Field Name.** The name of the first field on which to apply the rule. The field must have a numeric value.

**Second Field Name.** The name of the second field on which to apply the rule. The field must have a numeric value.

**Operator.** The operator used to calculate the result of the first and second fields. It can be: +, -, \*, or /.

**Time stamp field.** The name of the time stamp field in the external source sample, if its name is not **time\_stamp**.

**Factor.** The number used to multiply the result of the operation performed on the two fields, before comparing the result to the objectives.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## HP OpenView Service Navigator Rule

Calculates the KPI status based on metrics collected from UDX event samples or old format HP OpenView samples for an HP OpenView Service Navigator measurement CI.

Status is assigned according to the following values:

KPI status	Value for an HP UDX Sample	Value for an old format HP OpenView Sample
Uninitialized	0	0
Informational	1	10
Warning	2	20
Minor	3	30
Major	4	40
Critical	5	50

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“HP System” on page 36

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Number of Problematic Samples.** The number of samples that have the required status.

A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status.

For example, **Total Number of Samples=5, Number of Problematic Samples=3**; if three samples in the accumulated samples have a red status, the rule status changes to red.

**Total Number of Samples.** The total number of samples. See Number of Problematic Samples parameter for more details.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **HP Worst Child Rule**

Calculates the status for the HP System KPI based on the worst status held by any of the child CIs.

If, for example, at least one CI within a subgroup currently has red status, then the CIs for both the subgroup and the group that contains that CI will also display red status.

## KPIs Using this Rule

This rule is used by the following KPI(s):  
 “HP System” on page 36

## Parameters

The rule parameters are:

**InitStatus.** Defines a different initial status for the CIs in a KPI until samples are received for the KPI. (The default KPI status for rules that do not include an InitStatus parameter is **Uninitialized**.)

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Impact Over Time Rule

Calculates the financial loss due to non-availability over time.

The non-availability period starts when the status of the Availability KPI changed to Critical (red) status until the current time. The financial loss for the CI is calculated by multiplying the total Critical period by an hourly \$ amount (defined by the **DollarImpactFactor** parameter for the rule) and dividing by 60. The financial loss indication changes from green to red when the figure passes the objectives defined in the **DollarImpactThreshold** parameter for the rule.

At the monitor level, attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter:

**DollarImpactFactor.** This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is 0.0\$.

At the group level, attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule summarizes all the values of the Real Time Impact KPI of its children.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“OT Impact” on page 40

### **Parameters**

The rule parameters are:

**DollarImpactFactor.** The financial loss factor per hour. The financial loss indicator in the KPI is incrementally increased by a percentage of the \$ amount defined here, for each period that availability for the CI is at Error/Poor status.

**StatusDimension.** Defines the ID of the KPI for which the other rule parameters apply.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Locations Grouped Parent Rule

When a SAP System CI has Locations group child CIs, the rule uses the results of the Locations Grouped rule for each child CI and calculates and displays the sum of each status.

SAP\_Systems

CI Name	System	SAP	Performance	Availability	Transactions	Locations	SAP Alert	Ack
MI7								
SM3					-	-		

For each result, the tooltip displays how many of the children have a critical status, how many have the OK status, and so forth.

Details - Transactions	
<b>CI name:</b>	mi7
<b>Status:</b>	Critical
<b>Calculation Rule:</b>	Transactions grouped Parent Rule
<b>Held status since:</b>	12/18/05 10:21:54 AM 10 Transactions.
<b>Message:</b>	1 with status critical. 0 with status major. 1 with status minor. 0 with status warning. 4 with status informational. 4 with status no data.

### KPIs Using this Rule

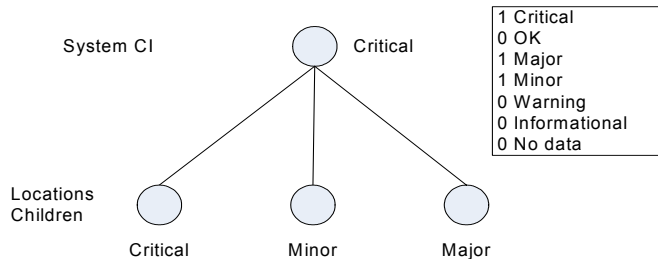
This rule is used by the following KPI:  
“Locations” on page 38

### Understanding the Rule

For example, a System CI has three Locations children with the following statuses:

- Locations child 1 – Status = Critical
- Locations child 2 – Status = Minor
- Locations child 3 – Status = Major

The rule calculates the status of the System CI by taking the worst status for all the children: **Critical**. The tooltip displays for each status how many children have that specific status:



## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.



- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Locations Grouped Rule

For a Locations group CI, whose Contained Location children CIs represent transactions, the rule selects the worst status of **Performance** and **Availability**, and displays the worst status of all the children.

MI7

System SAP Performance Availability Transactions

Locations SAP Alert Ack

CI Name	System	SAP	Performance	Availability	Transactions	Locations	SAP Alert	Ack
Application Components	-	-	🟡🔴⬆️	🟢🟡🟢	-	-	-	✖
Business Processes	-	-	🟡🔴⬆️	🟢🟡🟢	🟡🟢🟢	-	-	✖
Clients	-	-	-	-	-	-	-	✖
Hosts	🔍	🔍	-	-	-	-	🔍	✖
Locations	-	-	🟢🟡🟢	🟢🟡🟢	-	🟡🟢🟢	-	✖

The tooltip displays for each status the sum of all the CI's children that have a critical status, how many have the OK status, and so forth.

Details - Locations	
<b>CI name:</b>	locations
<b>Status:</b>	OK
<b>Calculation Rule:</b>	Locations grouped Rule
<b>Held status since:</b>	12/17/05 01:53:45 AM 2 Locations.
<b>Message:</b>	0 with status critical. 0 with status major. 0 with status minor. 0 with status warning. 1 with status informational. 1 with status no data.
<b>Historical worst:</b>	OK
<b>Trend:</b>	Stable

## KPIs Using this Rule

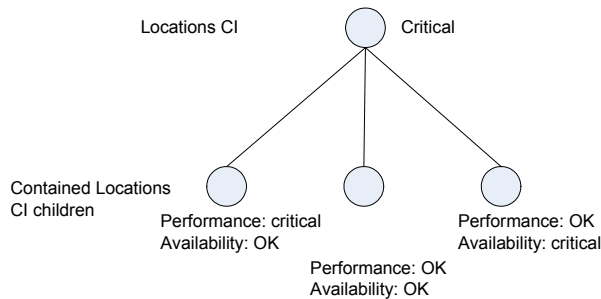
This rule is used by the following KPI(s):  
“Locations” on page 38

## Understanding the Rule

For example, a Locations CI has three Contained Location children with the following statuses:

- Contained Location child 1 – Performance = Critical and Availability = OK
- Contained Location child 2 – Performance = OK and Availability = Minor
- Contained Location child 3 – Performance = OK and Availability = Major

The rule calculates the status of the Locations CI by taking for each child the worst status of **Performance** and **Availability**: Critical, Minor, and Major. The overall status worst status is Critical. The rule also calculates the sum of children with each specific status and displays that information in the tooltip:



## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Number of Running Sessions Rule

The rule receives the number of sessions from the SiteScope Number of Running Sessions measurement and compares that result with the objectives set for the rule. The result is the number of running sessions colored according to the objectives set for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Sessions” on page 46
- “Tasks in Error” on page 49

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Number of Tasks in Error Rule

The rule receives the value of SiteScope Number of Tasks in Error measurement and compares that result with the objectives set for the rule. The result is the number of tasks in error colored according to the objectives set for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Sessions” on page 46
- “Tasks in Error” on page 49

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Number of Running Sessions Rule

The rule receives the value of SiteScope Number of Running Sessions measurement and compares that result with the objectives set for the rule. The result is the number of running sessions colored according to the objectives set for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Sessions” on page 46

### Parameters

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Percentage Rule

Calculates the weighted average of the statuses of all the children. The result is in percentages.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Availability” on page 31
- “Customer” on page 33
- “HP System” on page 36
- “Locations” on page 38
- “SAP” on page 44
- “System” on page 48
- “Transactions” on page 50
- “Performance” on page 41
- “User” on page 52

### Understanding the Percentage Rule

When the Percentage Rule is defined as the KPI rule for a parent group, the group is assigned a KPI status based on a percentage calculated from the child CIs in the group. If required, significant relationships between CIs (usually between the parent CI and one of the children CIs) can be weighted (**Weight** option), so that they have more impact on the percentage calculation. You can also define dominant status (**Must** option) for a relationship between CIs (usually between the parent CI and one of the children CIs), so that a child CI with low status in the dominant relationship will influence the status of the group.

---

**Note:** For all percentage calculation methods, the number of gray child CIs (Uninitialized, Stopped, or Downtime statuses) is ignored in the final calculation of the parent group score.

---

The different applications of the Percentage Rule are described below:

- ▶ **Basic Percentage Rule.** When using the Percentage Rule, parent group status is based on a percentage (the **score** for the group), calculated from the number of child CIs with red, orange, olive, green, or yellow status. (Note that if any of the child CIs are weighted, this influences the percentage calculation, as described in Weighted Percentage, below.)

Each status has a value, as follows:

- ▶ red = 0
- ▶ orange = 5
- ▶ yellow = 10
- ▶ olive = 30
- ▶ green = 20

Each value is multiplied by the number of children in the group that have that status, and the results are totaled and divided by the number of children in the calculation, to give an average result. For example, in a group of five CIs with one red, two yellow, one green, and one gray, the calculation would be as follows:

$$\begin{aligned} &1 \times 0 \\ &2 \times 10 \\ &1 \times 20 \\ &\text{Total} = 40/4 \text{ (number of red, yellow, and green children)} = 10 \text{ (average result)} \end{aligned}$$

The average result is then divided by 20 (the highest status value) and multiplied by 100, to give the percentage score for the group:

$$(10/20) \times 100 = 50\% \text{ (score)}$$

The score determines the status for the parent group according to objectives defined for the KPI. For details, see “KPI Objectives” in *Application Administration*. The rule objectives



When you assign the Percentage rule to a KPI, the tooltip for the KPI in Dashboard, displays the percentage score for the group and the Percentage rule objectives.

Details - Performance	
<b>CI name:</b>	unionville_infra_ems_login
<b>Status:</b>	OK
<b>Held status since:</b>	9/27/05 10:03:51 AM
<b>Score:</b>	100%
<b>Major:</b>	30.0%
<b>Minor:</b>	50.0%
<b>Warning:</b>	60.0%
<b>OK:</b>	70.0%
<b>Historical worst:</b>	OK

- **Weighted Percentage.** Relationships by default are not weighted (**weight = 1**). You can change the default weight for a relationship in the **weight** box, accessed in the Define Configuration Item Relationship window (described in “Creating a New CI” in *IT Universe Manager Administration*).

When a child CIs in a group is in a relationship with a weight greater than 1, then the percentage calculations described in Basic Percentage Rule, are adjusted to take account of this. Each CI status value is multiplied by the weight for the CI, and the total is divided by the total weight values, to give the average result.

For example, taking the same group that was used for the basic percentage example (five CIs with one red, two yellow, one green, and one gray), if the green CI has a weight of 3 and one of the yellow CIs has a weight of 2, then the average result calculation looks like this:

$$\begin{aligned}
 &1 \times 0 \\
 &2 \times 10 \\
 &1 \times 10 \\
 &3 \times 20 \\
 &\text{Total} = 90/7 \text{ (total weight values for red, yellow, and green children)} = 12.86 \\
 &\text{(average result)}
 \end{aligned}$$

The percentage score for the group is then calculated in the same way as for the basic Percentage Rule: average result is divided by 20 and multiplied by 100:

$$(12.86/20) \times 100 = 64.27\% \text{ (score)}$$

Note that the weights for CIs are only relevant when the parent group status is calculated using the Percentage Rule.

- ▶ **Dominant Child.** By default, all CIs are in non-dominant relationships (**must** is cleared). You can change the setting for a relationship to dominant in the Define Configuration Item Relationship window (described in “Creating a New CI” in *IT Universe Manager Administration*).

When a child CIs in a group is in a dominant relationship, then status is calculated for the group by comparing the results from the following two status calculation methods:

- ▶ Dashboard determines the lowest status held among all dominant CIs.
- ▶ Dashboard determines group status according to the percentage rule calculation (as described in Basic Percentage Rule above).

The worst status from the two calculations becomes the status for the group.

When the group status has been taken from the lowest status held by a dominant CI, the tooltip for the parent group displays **Score: n/a (Using dominant child)**.

Note that the dominant CIs are only relevant when the group is using the Percentage Rule to calculate status.

### Parameters

The rule does not have parameters.

### See Also...

- ▶ “Creating a Rule Using Cloning” on page 80
- ▶ “Editing a Rule Using Override” on page 81.
- ▶ “Specifying the Rule Details” on page 82.
- ▶ “Specifying the Rule Parameter Details” on page 83.
- ▶ “Specifying the Rule Objective Parameters” on page 84.
- ▶ “Configuring the Rules Global Parameters” on page 85
- ▶ “Example Scenario - Creating New Rules” on page 77.

## Real Time Impact

Calculates financial loss due to non-availability.

The non-availability period starts the last time the status of the CI Availability KPI changed to Critical (red) status to the current time. The financial loss for the CI is calculated by multiplying the total Critical period by an hourly \$ amount (defined by the **DollarImpactFactor** parameter for the rule) and dividing by 60.

At the monitor/leaf level, you should attach the Real Time Impact rule to the RT impact KPI and the Availability KPI to the same CI. The Real Time Impact rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is 0.0\$.

At the group level, you should attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule calculates the sum of all the values of the Real Time Impact KPI of its children.

The financial loss indication changes from green to red when the figure passes the threshold defined in the **DollarImpactThreshold** parameter for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“RT Impact” on page 43

### Parameters

The rule parameters are:

**DollarImpactFactor.** The financial loss factor per hour. The financial loss indicator in the KPI is incrementally increased by a percentage of the \$ amount defined here, for each period that availability for the CI is at Error/Poor status.

**StatusDimension.** Defines the ID of the KPI for which the other rule parameters apply.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **RUM Bandwidth Rule**

Displays the amount of traffic (in bytes) between the application server and end users accessing the server (this includes traffic in both directions), during the time period specified by the **duration** parameter. This includes both HTTP and HTTPS traffic.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Bandwidth” on page 32

### **Parameters**

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Component Availability Rule

Calculates the percentage of pages without server errors over the time period specified in the **duration** parameter for the rule, for a server monitored by the Real User Monitor.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Component Availability” on page 32

### Understanding the Rule

The thresholds for this rule are:

Color	Value
Red	<90%
Orange	<100%
Green	=100%

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

**RUM Event Monitor Volume Rule**

Counts the total number of times that a defined event or error (monitored by the Real User Monitor) occurred during the time period specified by the **duration** parameter for the rule.

**KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Volume” on page 53

**Understanding the Rule**

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

## Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



## RUM Latency Rule

Displays the average roundtrip time for a packet, between the end users and the server monitored by the Real User Monitor, during the time period specified by the **duration** parameter for the rule.

The displayed status color represents the average value as follows:

Color	Value
Green	< 50
Yellow	< 200
Red	> 200

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Latency” on page 37

### Understanding the Rule

The thresholds used by this rule are configured in Monitor Administration.

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Page Monitor Availability Rule

Calculates (in percentage) the average availability for a page monitored by Real User Monitor, over the time period specified in the duration parameter for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Availability” on page 31

### Understanding the Rule

The thresholds for this rules are:

Color	Value
Red	<90%
Orange	<100%
Green	=100%

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **RUM Page Monitor Performance Rule**

Calculate the percentage of pages without performance problem (pages with page time over the threshold).

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Performance” on page 41

### **Understanding the Rule**

The thresholds for this rule are:

<b>Color</b>	<b>Value</b>
Red	<90%
Orange	<100%
Green	=100%

## Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Page Monitor Volume Rule

Counts the total number of hits to a page monitored by Real User Monitor, during the time period specified by the **duration** parameter.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Volume” on page 53

### Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

**RUM Session Monitor Availability Rule**

Calculates the percentage of available sessions (out of the total number of sessions), over the time period specified in the **duration** parameter for the rule. A session is considered available when all its pages are available.

**KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Availability” on page 31

**Understanding the Rule**

The thresholds for this rule are:

Color	Value
Red	<90%
Orange	<100%
Green	=100%

## Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



## RUM Session Monitor Performance Rule

Calculates the percentage of sessions that do not have a performance problem (out of the total number of sessions). A session is considered to have no performance problem when each one of its pages does not have a performance problem. A page is considered to have a performance problem when page time is over the threshold.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Understanding the Rule

The thresholds for this rule are:

Color	Value
Red	<90%
Orange	<100%
Green	=100%

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Session Monitor Volume Rule

Adds the total number of sessions started for an application in the past 24 hours, the total number of users starting a session in the past 24 hours, and the number of sessions that were closed in the time period specified by the duration parameter for the rule, for sessions monitored by Real User Monitor.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Volume” on page 53

### Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **RUM Transaction Monitor Availability Rule**

Calculates the percentage of available transactions (out of the total number of transactions), over the time period specified in the **duration** parameter for the rule. A transaction is considered available when all pages accessed by the transaction are available.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Availability” on page 31

### **Understanding the Rule**

The thresholds for this rule are:

<b>Color</b>	<b>Value</b>
Red	<90%
Orange	<100%
Green	=100%

## Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Transaction Monitor Performance Rule

Calculates the percentage of transactions (out of the total number of transactions) that do not have pages with a performance problem. A page is considered to have a performance problem when page time is over the threshold.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Performance” on page 41

### Understanding the Rule

The thresholds for this rule are:

Color	Value
Red	<90%
Orange	<100%
Green	=100%

### Parameters

The rule parameters are:

**volumeKPI.** The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## RUM Transaction Monitor Volume Rule

Counts the total number of times that a transaction monitored by Real User Monitor was completed, during the time period specified by the **duration** parameter for the rule.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Volume” on page 53

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



## SAP Alerts Rule

The rule obtains SAP samples from SiteScope and displays them as is. The SAP Alerts include the name of the alert and its status.

Mercury Business Availability Center displays two types of SAP Alerts:

- ▶ Dialog alerts under a Dialog work process
- ▶ Syslog alerts under a SAP R/3 server

The status of an alert is displayed by the color of the SAP alert KPI, assigned by the SAP system.

The colors of active alerts can be red or yellow. For details, see “Understanding KPI Status” in *Using Dashboard*.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“SAP Alerts” on page 45

### Parameters

The rule parameters are:

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **Service Level Management Tracking Period Alert**

This is an internal rule that is used to send alerts to Service Level Management.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Volume” on page 53

### **Parameters**

The rule parameters are:

**tracking period id.** Internal. This parameter must not be modified.

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

**Sessions Custom Data Rule**

Calculates the number of running sessions for a CI and all its child CIs.

**KPIs Using this Rule**

This rule is used by the following KPI(s):

- “Sessions” on page 46

**Parameters**

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.

- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sitescope Measurement Rule

Calculates the status based on metrics for a SiteScope measurement CI for sampleType: `ss_t`, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Siebel” on page 47

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Number of Problematic Samples.** The number of samples that have the required status.

A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status.

For example, **Total Number of Samples=5, Number of Problematic Samples=3**; if three samples in the accumulated samples have a red status, the rule status changes to red.

**Total Number of Samples.** The total number of samples. See Number of Problematic Samples parameter for more details.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sitescope Measurement Siebel Processes Rule

Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: ss\_t, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

### KPIs Using this Rule

This rule is used attached to a KPI.

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sitescope Measurement Time-Based Rule

Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: `ss_t`, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “HP System” on page 36
- “SAP” on page 44
- “System” on page 48

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **Sitescope Measurement with Custom Data Rule**

Displays the number of tasks that are in error taken from the SiteScope samples with sub-samples listing all the tasks.

### **KPIs Using this Rule**

This rule is used by the following KPI(s):

- “Tasks in Error” on page 49

### **Parameters**

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.



**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

**Sitescope Monitor Rule**

Calculates the status based on metrics for a SiteScope measurement CI for sampleType: `ss_monitor_t`, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

**KPIs Using this Rule**

This rule is used by the following KPI(s):

- “HP System” on page 36
- “SAP” on page 44
- “SAP Alerts” on page 45
- “System” on page 48

## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Number of Problematic Samples.** The number of samples that have the required status.

A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status.

For example, **Total Number of Samples=5, Number of Problematic Samples=3**; if three samples in the accumulated samples have a red status, the rule status changes to red.

**Total Number of Samples.** The total number of samples. See Number of Problematic Samples parameter for more details.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sitescope Monitor Time-Based Rule

Calculates the status based on metrics for a SiteScope measurement CI for time samples sampleType: `ss_monitor_t`, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

### KPIs Using this Rule

This rule is used by the following KPI(s):

- ▶ “HP System” on page 36
- ▶ “SAP” on page 44
- ▶ “System” on page 48

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## SiteScope Vertical Measurement

Takes samples arriving from the Computer Center Management System (CCMS) monitor via SiteScope and displays them as is under Siebel KPIs.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Siebel” on page 47

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.

- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## SiteScope Vertical Rule

Takes samples arriving from the Computer Center Management System (CCMS) monitor via SiteScope and displays them as is under the SAP KPI. For details, see “SAP” on page 44. The status is taken from the SAP Quality field, the message from the SAP Message field, and the value from the SAP d\_value field.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“SAP” on page 44

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**Number of Problematic Samples.** The number of samples that have the required status.

A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status.

For example, **Total Number of Samples=5, Number of Problematic Samples=3**; if three samples in the accumulated samples have a red status, the rule status changes to red.

**Total Number of Samples.** The total number of samples. See Number of Problematic Samples parameter for more details.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sum of Values Rule

Calculates the total of the dollar loss (as calculated by Real Time Impact or Over Time Impact) of all the child CIs of the KPI the rule is attached to.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “DT Failed Impact” on page 34
- “DT Late Impact” on page 34
- “DT Total Impact” on page 35
- “OT Impact” on page 40
- “RT Impact” on page 43

### Understanding the Rule

This rule calculates the sum total for all child CIs in the KPI it is attached to. Based on: Sum of the values of the children in the group.

If you add the **Impact Over Time** and/or **Real Time Impact** rules to the child CIs of a KPI; at the group level you can use the **Sum of Values** rule to view the sum of the children’s values.

At the monitor/leaf level, you should attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the total time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable.

At the group level, you should attach the Sum of Values rule to the OT impact KPI. The Sum of Values rule calculates the sum of all the values of the OverTime Impact KPI of its children.

### Parameters

The rule does not have parameters.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Sum of Volume Rule

Group rule that calculates the sum of the users accessing a page or encountering an error on a page.

**KPIs Using this Rule**

This rule is used by the following KPI(s):  
“Volume” on page 53

**Parameters**

The rule does not have parameters.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



## Summary of Values Rule

Calculates the sum of the children's values.

### KPIs Using this Rule

This rule is used by the following KPI(s):  
“Bandwidth” on page 32

### Parameters

The rule does not have parameters.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Transaction Availability Rule

Calculates how many Business Process Monitor transactions were available (or ran successfully) during the time period specified by the duration parameter.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Availability” on page 31
- “Locations” on page 38
- “Transactions” on page 50

- “User” on page 52

## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Transaction Performance Rule

Calculates the average response time of the Business Process Monitor transactions that ran during the time period specified by the duration parameter.

### KPIs Using this Rule

This rule is used by the following KPI(s):

- “Performance” on page 41
- “Locations” on page 38
- “Transactions” on page 50
- “User” on page 52

### Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

### See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.

- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Transactions Grouped Parent Rule

When a System CI has Business Process group CI children, the rule uses the results of the Transactions Grouped rule for each child of the CI and calculates and displays the sum of each status.

SAP\_Systems

CI Name	System	SAP	Performance	Availability	Transactions	Locations	SAP Alert	Ack
M17								
SM3					-	-		

For each result, the tooltip displays how many of the children have a critical status, how many have the OK status, and so forth.

Details - Transactions	
<b>CI name:</b>	mi7
<b>Status:</b>	Critical
<b>Calculation Rule:</b>	Transactions grouped Parent Rule
<b>Held status since:</b>	12/18/05 10:21:54 AM 10 Transactions.
<b>Message:</b>	1 with status critical. 0 with status major. 1 with status minor. 0 with status warning. 4 with status informational. 4 with status no data.
<b>Historical worst:</b>	Critical
<b>Trend:</b>	Upward

### KPIs Using this Rule

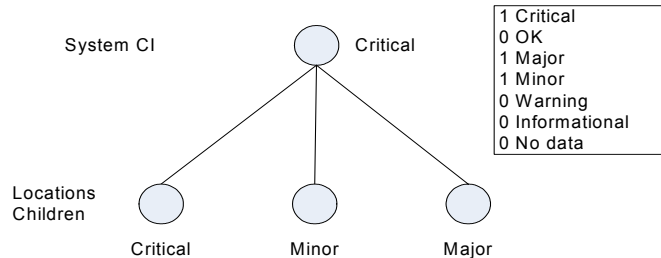
This rule is used by the following KPI(s):  
“Transactions” on page 50

### Understanding the Rule

For example, a System CI has three Business Process children with the following statuses:

- Business Process child 1 – Status = Critical
- Business Process child 2 – Status = Minor
- Business Process child 3 – Status = Major

The rule calculates the status of the System CI by taking the worst status for all the children: Critical. The tooltip displays for each status how many children have that specific status:



## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

## See Also...

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.

- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## Transactions Grouped Rule

For a Business Process group CI, whose BP Step children CIs have KPIs that are transactions, the rule selects the worst of **Performance** and **Availability**, and displays the worst status of all the children.

CI Name	System	SAP	Performance	Availability	Transactions	Locations	SAP Alert	Ack
Application Components	-	-	1 ↑ x	2 ↑	-	-	-	x
Business Processes	-	-	1 ↑ x	2 ↑	█	-	-	x

The tooltip displays for each status the sum of all the CI’s children that have a critical status, how many have the OK status, and so forth.

Details - Transactions	
<b>CI name:</b>	business processes
<b>Status:</b>	Minor
<b>Calculation Rule:</b>	Transactions grouped Rule
<b>Held status since:</b>	12/18/05 09:07:19 AM 10 Transactions.
<b>Message:</b>	0 with status critical. 0 with status major. 1 with status minor. 0 with status warning. 5 with status informational. 4 with status no data.
<b>Historical worst:</b>	Critical
<b>Trend:</b>	Upward

### KPIs Using this Rule

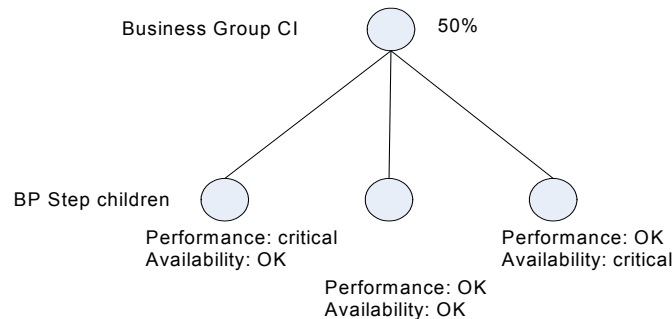
This rule is used by the following KPI(s):  
“Transactions” on page 50

## Understanding the Rule

For example, a business group CI has three BP Step children with the following statuses:

- BP Step child 1 – Performance = Critical and Availability = OK
- BP Step child 2 – Performance = OK and Availability = Minor
- BP Step child 3 – Performance = OK and Availability = Major

The rule calculates the status of the Business Group CI by taking for each child the worst status of **Performance** and **Availability**: Critical, Minor, and Major. The overall status worst status is Critical. The rule also calculates the sum of children with each specific status and displays that information in the tooltip:



## Parameters

The rule parameters are:

**No data timeout.** The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs—for details, see “No Data Timeout for Transaction CIs” in *Application Administration*.

**duration.** Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.

**See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.

## **Worst Child Rule**

Calculates the status based on the lowest **status** held by any of the child CIs. If, for example, at least one CI within a subgroup currently has red status, then the CIs for both the subgroup and group that contain that CI will also display red status.

**KPIs Using this Rule**

This rule is used by the following KPI(s):

- “Application” on page 30
- “Availability” on page 31
- “Bandwidth” on page 32
- “Component Availability” on page 32
- “Customer” on page 33
- “HP System” on page 36
- “Latency” on page 37



- “Locations” on page 38
- “Performance” on page 41
- “SAP” on page 44
- “SAP Alerts” on page 45
- “System” on page 48
- “Transactions” on page 50
- “User” on page 52
- “Volume” on page 53

### **Parameters**

The rule does not use parameters.

### **See Also...**

- “Creating a Rule Using Cloning” on page 80
- “Editing a Rule Using Override” on page 81.
- “Specifying the Rule Details” on page 82.
- “Specifying the Rule Parameter Details” on page 83.
- “Specifying the Rule Objective Parameters” on page 84.
- “Configuring the Rules Global Parameters” on page 85
- “Example Scenario - Creating New Rules” on page 77.



# 7

---

## Service Level Management Business Rules Repository

This chapter describes the Service Level Management Business Rules repository.

<b>This chapter describes:</b>	<b>On page:</b>
Overview of Service Level Management Business Rules	199
Real User Monitor Business Rules	201
Outage Business Rules	202
Business Rules Page	204
Best Child (Max.)	205
Best Child (Min.)	206
BPM Average Availability	207
BPM Average Response Time	208
BPM Max. Response Time	209
BPM Min. Response Time	210
BPM Outage	211
BPM Percentile	212
BPM Six Sigma Availability	214
BPM Six Sigma Performance	215
Children Success Ratio	216
Cluster Availability	218

<b>This chapter describes:</b>	<b>On page:</b>
Dummy Rule	219
External Source Average Availability	220
External Source Average Value	221
Group Average Value	223
MTBF (Mean Time Between Failures)	224
MTBF (Mean Time Between Failures) – Alternate	226
MTTR (Mean Time to Recover)	227
Number of Outages	229
Outage Based on Availability	230
Outages Based on System Availability	231
Outage Duration	232
PNR (Point of No Return)	233
Response Time Success Ratio	233
RUM Page Availability	235
RUM Page Average Response Time	235
RUM Page Percentile	236
RUM Page Six Sigma Availability	236
RUM Page Six Sigma Performance	237
RUM Session User Availability	237
RUM Session User Performance	238
RUM Transaction Availability	238
RUM Transaction Average Response Time	238
RUM Transaction Max. Response Time	239
RUM Transaction Min. Response Time	240
RUM Transaction Outage	240

<b>This chapter describes:</b>	<b>On page:</b>
RUM Transaction Percentile	241
RUM Transaction Six Sigma Availability	242
RUM Transaction Six Sigma Performance	242
Service Level Management Status	243
SiteScope Average Availability	243
SiteScope Average Value	244
SiteScope Max. Value	245
SiteScope Min. Value	246
SiteScope Monitor Outage	247
SiteScope Monitor Availability	249
SiteScope Monitor Six Sigma	249
SiteScope Outage	250
SiteScope Percentile	251
Six Sigma Group	252
System Performance Success Ratio	253
Volume Average Value	255
Worst Child (Max.)	256
Worst Child (Min.)	257

## Overview of Service Level Management Business Rules

A KPI must always have an associated business rule that defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for the KPI. The properties and objectives assigned to the KPI depend on the selected rule.

Service Level Management provides rules for use with the KPIs. The rules are contained in the Business Rules repository.

During the creation of an SLA, you can accept the default business rules or you can define custom rules.

### **Group, Monitor, and Sibling Business Rules**

Business rules consist of the following types:

- ▶ **Monitor business rule.** Measures the actual data sources (also called leaf rule).
- ▶ **Group business rule.** Performs calculations according to results of children.
- ▶ **Sibling business rule.** Takes sibling measurements into account before performing calculations. For example, the MTTR rule can perform its calculation only after it receives the result of one of the outages rules.
- ▶ **Outage business rule.** Used when calculating outages.

---

**Note:** Not all business rule parameters mentioned in the following sections may appear in your system. The Service Level Management administrator might have configured the settings to hide some parameters. For details, see the next section.

---

### **The Infrastructure Settings Manager**

---

**Caution:** Many of the settings in the Infrastructure Settings Manager should not be modified without first consulting Mercury Customer Support or your Mercury Services representative. Modifying certain settings can adversely affect the performance of Mercury Business Availability Center.

---

Users with an advanced knowledge of Mercury Business Availability Center can modify certain settings that define the contents of KPIs and business rules. For example, you can remove certain business rule parameters (**No data timeout**, **Maximum duration in hours**) intended only for advanced users, from a KPI's rule list. Furthermore, you can define which business rules are available for each configuration item type (CIT).

**To display advanced business rule parameters in KPI pages:**

- 1** Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**. Select the **Applications** context and choose **Service Level Management** from the list.
- 2** Locate the **Display advanced business logic parameters** option.
- 3** Click the **Edit** button and change the value to **true**.
- 4** Click **Save** to save the change and to return to the Infrastructure Settings Manager.

**Notes**

- ▶ During SLA creation, Service Level Management displays only applicable rules for each KPI, in the KPI Definition window. An empty Business rule field signifies that there are no applicable rules for the selected KPI, for the CI associated with the SLA. (That is, the same KPI, when used with another CI, may have applicable rules.)

## Real User Monitor Business Rules

Service Level Management calculates Real User Monitor rules in five minute chunks. You can view the results of these calculations in Service Level Management reports.

Real User Monitor rules are divided into the following categories:

- ▶ **Pages.** Service Level Management calculates rules for Real User Monitor page on aggregated data. Pages are either delivered to a client machine or not delivered, resulting in either success or failure. Real User Monitor calculates this success or failure by monitoring HTTP errors and application errors. (For details on these reports, see “Page Summary Report” in *Using End User Management*.) Service Level Management also calculates outages based on the availability of Real User Monitor pages.
- ▶ **Sessions.** Service Level Management uses two rules to measure user experience: User Session Availability and User Session Performance. A session measures the time from when a user logs in until they close the

Web browser. Results are calculated for hourly time periods. There are no outages on sessions.

- ▶ **Transactions.** Service Level Management runs the Real User Monitor rules in the same way as Business Process Monitor rules. Service Level Management also measures Real User Monitor transaction outages (based on availability). Real User Monitor transactions measure two kinds of outages: Real User Monitor transaction outages and outages based on availability.

The Volume Average Value rule measures availability and takes into account the number of samples that are attributed to each of a CI's children.

## Outage Business Rules

Service Level Management displays outage business rules in the Add Outage window (for details on adding an outage to an SLA, see “Defining an SLA: Outages” in *Application Administration*):

The screenshot shows the 'Add Outage' dialog box. The 'Business rule:' dropdown is set to 'Outage Based on Availability'. The 'Parameters:' section includes: 'Availability threshold: \* 100 %', 'Minimum duration: 0 seconds', 'Default category: Undefined' (with a 'New Outage Category' button), and 'Max duration:' (empty) 'hours'. The dialog has 'OK', 'Cancel', and 'Help' buttons at the bottom.

Service Level Management uses the following rules when calculating outages:

- ▶ “BPM Outage” on page 211
- ▶ “Outage Based on Availability” on page 230
- ▶ “Outages Based on System Availability” on page 231
- ▶ “RUM Transaction Outage” on page 240



- “SiteScope Monitor Outage” on page 247
- “SiteScope Outage” on page 250

## Business Rules Page

To display the Business Rules page, select **Admin > Service Level Management > Repositories > Business Rules**.

The Business Rules page includes two tables: the Factory Business Rules table and the Custom Business Rules table. The Factory Business Rules table displays Service Level Management rules and their class names.

You can clone a factory business rule to create a new rule and you can edit existing rules by overriding their properties. You can also create rules. For details on cloning a rule, see “Creating a Rule Using Cloning” on page 80. For details on overriding a rule, see “Editing a Rule Using Override” on page 81. For details on creating a rule, see “Creating a Rule” on page 80.

You can sort the Factory Business Rules table by any column: An arrow next to a title shows by which column the rules are sorted, and also the direction in which the column has been sorted (that is, ascending or descending).

The Business Rules page includes the following components:

- ▶ check box – select to clone or override a rule
- ▶ **ID** – the default ID number used to identify the rule in the adapter templates. For details on adapter templates, see “Working with Templates” in *Source Manager Administration*.
- ▶ **Class Name** – the class name of the business rule. The class name includes its type (group, leaf (monitor), outage, or sibling).

---

**Note:** User-defined classes may not follow the same naming conventions.

---

- ▶ **Display Name** – the name of the rule, as defined in the Rule Details page. For details, see “Specifying the Rule Details” on page 82.
- ▶ **Description** – the description of the business rule
- ▶ **Help** – click to display help on the rule

## Best Child (Max.)

The Best Child (max.) rule returns the highest value held by any of the child CIs. For example, when calculating the best child result for the Availability KPI, the child with the highest availability is best (where 100% is the best availability and 0% is the worst).

This is a group rule.

### Example

During SLA creation, you set objectives for an Availability KPI:

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Day	Week	Month
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid gray;"></span> Exceeded	>	▼	98.0	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #C8E6C9; border: 1px solid gray;"></span> Met	>		97.5	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFF176; border: 1px solid gray;"></span> Minor Breached	>		90	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF9800; border: 1px solid gray;"></span> Breached	>		85	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #F44336; border: 1px solid gray;"></span> Failed	Otherwise			

The Availability KPI has three children, CI1, CI2, and CI3, with the following values: 95%, 97.6%, 96.3%. At report generation time, the rule returns the highest value (97.6%), and gives the SLA a Met status (the status color is olive).

### KPIs

This rule is used by the following KPIs:

- “Availability” on page 59
- “Availability Six Sigma” on page 59
- “MTBF (Mean Time Between Failures)” on page 61

- “Performance” on page 63
- “Performance Six Sigma” on page 64
- “System Availability” on page 67

## Best Child (Min.)

The Best Child (min.) rule returns the lowest value held by any of the child CIs. For example, when calculating the best child result for the Response Time KPI, the child with the shortest response time is best.

This is a group rule.

### Example

During SLA creation, you set objectives for a Response Time KPI:

**Objectives**

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #00FF00; border: 1px solid black;"></span> Exceeded	<	7	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></span> Met	<	8	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></span> Minor Breached	<	9	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span> Breached	<	10	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></span> Failed	Otherwise		

The Response Time KPI has three children, CI1, CI2, and CI3, with the following values: 10 seconds, 12 seconds, 8.5 seconds. At report generation time, the rule returns the lowest value (8.5 seconds), and gives the SLA a Minor Breached status (the color is yellow).

### **KPIs**

This rule is used by the following KPIs:

- ▶ “MTTR (Mean Time to Recover)” on page 61
- ▶ “Number of Outages” on page 62
- ▶ “Outage Duration” on page 62
- ▶ “Response Time” on page 66
- ▶ “System Performance” on page 68

## **BPM Average Availability**

The BPM Average Availability rule calculates the average availability of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

### **Example**

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

The Availability KPI for a Business Process Monitor monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Availability” on page 59

### Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## BPM Average Response Time

The BPM Average Response Time rule calculates the average response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

### Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds:  $(2+4+6+8)/4 = 5$  seconds.

### KPIs

This rule is used by the following KPIs:

- ▶ “Response Time” on page 66

### Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- ▶ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## BPM Max. Response Time

The BPM Max. Response Time rule calculates the maximum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

### Example

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.

### KPIs

This rule is used by the following KPIs:

- ▶ “Response Time” on page 66

### Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.  
Default/Mandatory – Time Based/Yes
- ▶ **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No
- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.  
Default/Mandatory – false/Yes

## BPM Min. Response Time

The BPM Min. Response Time rule calculates the minimum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

### Example

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.

### KPIs

This rule is used by the following KPIs:

- ▶ “Response Time” on page 66

### Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.  
Default/Mandatory – Time Based/Yes



- ▶ **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No
- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.  
Default/Mandatory – false/Yes

## BPM Outage

The BPM Outage rule calculates an outage for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). An outage occurs if there are more than the minimum number of failures for more than the minimum duration.

This is an outage rule.

### KPIs

This rule is used by the following KPIs:

- ▶ “Outages” on page 63

### Parameters

The rule parameters are:

- ▶ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.  
Default/Mandatory – 2/Yes
- ▶ **Minimum duration.** The minimum duration in seconds that can be considered an outage.  
Default/Mandatory – 0/Yes
- ▶ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.  
Default/Mandatory – Undefined/No

- ▶ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## **BPM Percentile**

The BPM Percentile rule calculates in which percentile the Business Process Monitor CI performance times fall, as defined by the Percentile condition parameter, for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

## Example

During SLA creation, you set objectives for a Performance KPI with a Percentile condition of < 8 seconds:

KPI

KPI: Performance

Business rule: BPM Percentile ?

Parameters:

Calculation method: \*  Sample Based  Time Based

Percentile condition: < 8 seconds

Trimming condition: < seconds

No data timeout: 3600 seconds

Ignore timed out trimming:  true  false

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Business Hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #008000; border: 1px solid black;"></span>	Exceeded	>=	80	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #808000; border: 1px solid black;"></span>	Met	>=	75	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></span>	Minor Breached	>=	70	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span>	Breached	>=	65	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></span>	Failed	Otherwise		

The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 7.5, 7.6, 7.7 and 8.1 seconds. At report generation time, the rule calculates that 3 out of the 4 samples fulfill the percentile condition, returns a percentile of 75, and gives the SLA a Met status (the status color is olive).

## KPIs

This rule is used by the following KPIs:

- “Performance” on page 63

### Parameters

The rule parameters are:

- **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

- **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

- **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## BPM Six Sigma Availability

The BPM Six Sigma Availability rule calculates the Sigma availability value for Business Process Monitor CIs, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects).

This is a monitor rule.

### Example

For a Six Sigma result of 4, you expect that for every million CIs (opportunities), not more than 6,210 will fail.

### KPIs

This rule is used by the following KPIs:

- “Availability Six Sigma” on page 59

### **Parameters**

The rule parameters are:

- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## **BPM Six Sigma Performance**

The BPM Six Sigma Performance rule calculates the Sigma performance value for Business Process Monitor CIs, by comparing the number of measurements (number of opportunities) with the number of failed measurements (DPMO), that is, the number of measurements that did not meet the condition per million measurements.

This is a monitor rule.

### **Example**

For a Six Sigma result of 3, you are expecting that for every million CIs (opportunities), less than 66,800 will **not** meet the target performance objective.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Performance Six Sigma” on page 64

### **Parameters**

The rule parameters are:

- ▶ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

## **Children Success Ratio**

The Children Success Ratio rule enables you to compare, in the same report, CIs that measure different types of activity, for example, with different targets or calculation results. For example, an SLA that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages).

Service Level Management calculates the status of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in the Children Success Ratio rule.


This is a group rule.

## Example

During SLA creation, you set objectives for a System Performance KPI as follows:

**KPI**

KPI: System Performance

Business rule: Children Success Ratio 

Parameters:

Success status: \* Met

Use weighting: \*  true  false

**Objectives**

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Day	Week	Month
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #008000; border: 1px solid black;"></span>	Exceeded	>=	<input type="text" value="80"/>
<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></span>	Met	>=	<input type="text" value="75"/>
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></span>	Minor Breached	>=	<input type="text" value="70"/>
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span>	Breached	>=	<input type="text" value="65"/>
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></span>	Failed	Otherwise	

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 75%).

The System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Minor Breached (considered failed), and CI3 receives a status of Met (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the SLA a Breached status (the status color is orange).

### **KPIs**

This rule is used by the following KPIs:

- “Performance” on page 63
- “System Performance” on page 68

### **Parameters**

The rule parameters are:

- **Success status.** The status to which all child CIs are compared: if the child CI’s status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

- **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

## **Cluster Availability**

The Cluster Availability rule calculates the availability of a cluster. A cluster is available when, for each calculation cycle (by default, 5 minutes), a defined, minimum number of child CIs reach an availability threshold.

---

**Note:** You can use this rule only when child CIs use the time-based calculation method (that is, their calculation method cannot be sample-based).

---

This is a group rule.



### **KPIs**

This rule is used by the following KPIs:

- “Availability” on page 59
- “System Availability” on page 67

### **Parameters**

The rule parameters are:

- **Minimum number of children.** The minimum number of child CIs that must be available for the cluster to be considered available.  
Default/Mandatory – Exceeded/Yes
- **Availability threshold.** The availability threshold in percentages.  
Default/Mandatory – 90/Yes

## **Dummy Rule**

(Also known as Simulated Data rule.) Used to calculate what-if scenarios.

---

**Note:** This rule is not by used by default. It can be applied when overriding existing Availability KPIs.

---

### **KPIs**

This rule is used by the following KPIs:

- “Availability” on page 59
- “Performance” on page 63

### Parameters

The rule parameters are:

- ▶ **Is constant.** True: the data is persistent.  
Default/Mandatory – 5/Yes
- ▶ **Constant value.** The value of the persistent data.  
Default/Mandatory – 80/Yes
- ▶ **Random min. value.** (If **false** is selected in the Is constant field.) The minimum value of the non-persistent data.  
Default/Mandatory – 60/Yes
- ▶ **Random max. value.** (If **false** is selected in the Is constant field.) The maximum value of the non-persistent data.  
Default/Mandatory – 100/Yes

## External Source Average Availability

The External Source Average Availability rule calculates the average availability for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT).

This is a monitor rule.

### Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

Two external source samples out of 10 are unavailable. Therefore, the average availability is 80%.

**KPIs**

This rule is used by the following KPIs:

- “Availability” on page 59
- “System Availability” on page 67

**Parameters**

The rule parameters are:

- **Availability field.** The name of the availability field in the external source sample.  
Default/Mandatory – -/Yes
- **Available value.** The availability value as it appears in the external source sample. If the availability value matches this value, the sample is considered available. For any other value, the sample is considered unavailable.  
Examples of values: yes/no, true/false, 0/1.  
Default/Mandatory – -/Yes
- **Time stamp field.** The name of the time stamp field in the external source sample.  
Default/Mandatory – time\_stamp/Yes
- **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.  
Default/Mandatory – Time Based/Yes

**External Source Average Value**

The External Source Average Value rule calculates the average performance for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT). For details on displaying external source data in Service Level Management reports, see “Monitoring Events on Other Systems” in *Application Administration*.

This is a monitor rule.

## Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

The average value of 4 external source samples with response times of 2, 4, 8, and 10 seconds is 6 seconds:  $(2+4+8+10)/4 = 6$ .

## KPIs

This rule is used by the following KPIs:

- ▶ “System Performance” on page 68

## Parameters

The rule parameters are:

- ▶ **Availability field.** The name of the availability field in the external source sample.  
Default/Mandatory – -/Yes
- ▶ **Available value.** The availability value as it appears in the external source sample. If the availability value matches this value, the sample is considered available. For any other value, the sample is considered unavailable.  
Examples of values: yes/no, true/false, 0/1.  
Default/Mandatory – -/Yes
- ▶ **Performance field.** The name of the performance field in the external source sample.  
Default/Mandatory – -/Yes
- ▶ **Time stamp field.** The name of the time stamp field in the external source sample.  
Default/Mandatory – time\_stamp/Yes
- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- ▶ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## Group Average Value

The Group Average Value calculates the average, weighted value of CIs, whether of a Business Process Monitor, SiteScope, Real User Monitor, or external source type. The calculation takes child CI weights into consideration.

This is a group rule.

### Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

An SLA has 3 child CIs with values 2 (weight: 1), 3 (weight: 2), and 1 (weight: 1). Service Level Management calculates the average value as  $((2*1)+(3*2)+(1*1))/3 = (2+6+1)/3 = 9/3 = 3$ .

### KPIs

This rule is used by the following KPIs:

- ▶ “Availability” on page 59
- ▶ “Availability Six Sigma” on page 59
- ▶ “MTBF (Mean Time Between Failures)” on page 61
- ▶ “MTTR (Mean Time to Recover)” on page 61
- ▶ “Number of Outages” on page 62
- ▶ “Outage Duration” on page 62

- “Performance” on page 63
- “Performance Six Sigma” on page 64
- “Response Time” on page 66
- “System Availability” on page 67
- “System Performance” on page 68

## **MTBF (Mean Time Between Failures)**

Service Level Management calculates the mean time between failures, that is, the tracking period divided by the number of outages.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI (for details, see “Defining an SLA: Outages” in *Application Administration*).

Service Level Management calculates the MTBF on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.


This is a sibling rule.

## Example

During SLA creation, you set objectives for an MTBF KPI as follows:

KPI

KPI: MTBF

Business rule:  

Parameters:

Objectives




To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<input style="width: 15px; height: 15px; background-color: #00FF00;" type="checkbox"/>	Exceeded	<input type="text" value="&gt;"/>	<input style="width: 60px;" type="text" value="14400"/>	seconds
<input style="width: 15px; height: 15px; background-color: #90EE90;" type="checkbox"/>	Met	<input type="text" value="&gt;"/>	<input style="width: 60px;" type="text" value="7200.0"/>	seconds
<input style="width: 15px; height: 15px; background-color: #FFD700;" type="checkbox"/>	Minor Breached	<input type="text" value="&gt;"/>	<input style="width: 60px;" type="text" value="3600.0"/>	seconds
<input style="width: 15px; height: 15px; background-color: #FF8C00;" type="checkbox"/>	Breached	<input type="text" value="&gt;"/>	<input style="width: 60px;" type="text" value="1800.0"/>	seconds
<input style="width: 15px; height: 15px; background-color: #FF0000;" type="checkbox"/>	Failed	Otherwise		

The Outage Summary report shows the following outages that occurred during the 24x7 time interval:

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 PM	2/13/06 12:25 AM	00:35:00	-	Network	
SLA 02	2/13/06 12:35 AM	2/13/06 12:55 AM	00:20:00	-	Network	
SLA 02	2/13/06 3:50 AM	2/13/06 4:10 AM	00:20:00	-	Undefined	

At report generation time, Service Level Management calculates the MTBF as the tracking period divided by the number of outages, that is,  $24/3 = 8$  hours = 28800 seconds. The CI receives a status of Exceeded (the status color is green).

## KPIs

This rule is used by the following KPIs:

- “MTBF (Mean Time Between Failures)” on page 61

## MTBF (Mean Time Between Failures) – Alternate

Service Level Management also uses an alternative method for calculating the mean time between failures: the total uptime divided by the number of outages. The total uptime is the tracking period minus the total outage duration.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI (for details, see “Defining an SLA: Outages” in *Application Administration*).

Service Level Management calculates the MTBF on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

This is a sibling rule.

### Example

During SLA creation, you set objectives for an MTBF – Alternate KPI as follows:

KPI

KPI:

Business rule:  ?

Parameters:

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #00b050; margin-right: 5px;"></span> Exceeded	<input type="text" value="&gt;"/>	<input type="text" value="14400"/>	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #c4c480; margin-right: 5px;"></span> Met	>	<input type="text" value="7200.0"/>	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #ffc107; margin-right: 5px;"></span> Minor Breached	>	<input type="text" value="3600.0"/>	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #ff7f0e; margin-right: 5px;"></span> Breached	>	<input type="text" value="1800.0"/>	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #ff0000; margin-right: 5px;"></span> Failed	Otherwise		



The Outage Summary report shows the following outages that occurred during the Business Hours time interval:

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined

At report generation time, Service Level Management makes the following calculation:

Total uptime = tracking period - total outage duration  
 = 9 - (30 + 180 + 30 minutes) = 9 - 4 = 5 hours.

MTBF – Alternate = total uptime / number of outages  
 = 5/3 = 1.666 hours = 6000 seconds.

The CI receives a status of Minor Breached (the status color is yellow).

### KPIs

This rule is used by the following KPIs:

- “MTBF (Mean Time Between Failures)” on page 61

## MTTR (Mean Time to Recover)

Service Level Management calculates the mean time to recover, that is, the average outage duration during a specified time interval. The MTTR is the total outage duration divided by the number of outages.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI (for details, see “Defining an SLA: Outages” in *Application Administration*).

Service Level Management calculates the MTTR on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

**Note:** The outages used in the calculation are only those outages that end during the tracking period.


This is a sibling rule.

### Example

During SLA creation, you set objectives for an MTTR KPI as follows:

**KPI**

KPI:

Business rule:  

Parameters:

**Objectives**






To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid #000;"></span>	Exceeded	<input style="width: 40px;" type="text" value="&lt;="/>	<input style="width: 100px;" type="text" value="1800.0"/> seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #C8E6C9; border: 1px solid #000;"></span>	Met	<input style="width: 40px;" type="text" value="&lt;="/>	<input style="width: 100px;" type="text" value="14400"/> seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid #000;"></span>	Minor Breached	<input style="width: 40px;" type="text" value="&lt;="/>	<input style="width: 100px;" type="text" value="3600.0"/> seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF9800; border: 1px solid #000;"></span>	Breached	<input style="width: 40px;" type="text" value="&lt;="/>	<input style="width: 100px;" type="text" value="7200.0"/> seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid #000;"></span>	Failed	Otherwise	

The Outage Summary report shows the following outages that occurred during the Business Hours time interval:

CI 	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network	
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network	
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined	

Outage duration is 30, 180, and 30 minutes.

The number of outages is 3.

$MTTR = (30+180+30)/3 = 240/3 = 80 \text{ minutes} = 4800 \text{ seconds}$ .

The CI receives a status of **Breached** (the status color is orange).

### **KPIs**

This rule is used by the following KPIs:

- ▶ “MTTR (Mean Time to Recover)” on page 61

## **Number of Outages**

Service Level Management calculates how many outages occurred during the tracking period for a specific time interval.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI (for details, see “Defining an SLA: Outages” in *Application Administration*).

Service Level Management calculates the number of outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), outages that occur at 3:00 AM are not considered.

---

**Note:** Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation.

---

This is a sibling rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Number of Outages” on page 62

## Outage Based on Availability

Service Level Management uses this rule when calculating outages. If a CI's availability is less than the availability objective for more than the minimum duration, Service Level Management records the downtime as an outage.

This is an outages rule.

### KPIs

This rule is used by the following KPIs:

- ▶ “Outages” on page 63

### Parameters

The rule parameters are:

- ▶ **Availability threshold.** The availability threshold in percentages.  
Default/Mandatory – 90/Yes
- ▶ **Minimum duration.** The minimum duration in seconds that can be considered an outage.  
Default/Mandatory – 0/Yes
- ▶ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.  
Default/Mandatory – Undefined/No
- ▶ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.  
Default/Mandatory – -/No

## Outages Based on System Availability

Service Level Management creates an outage if a CI's system availability is less than the objective for more than the minimum duration.

This is an outages rule.

### KPIs

This rule is used by the following KPIs:

- ▶ “Outages” on page 63

### Parameters

The rule parameters are:

- ▶ **Availability threshold.** The availability threshold in percentages.  
Default/Mandatory – 90/Yes
- ▶ **Minimum duration.** The minimum duration in seconds that can be considered an outage.  
Default/Mandatory – 0/Yes
- ▶ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.  
Default/Mandatory – Undefined/No
- ▶ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.  
Default/Mandatory – -/No

## Outage Duration

Service Level Management calculates the length of the outages that occurred during the tracking period (day, week, month, year, and so forth).

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI (for details, see “Defining an SLA: Outages” in *Application Administration*).

---

**Note:** Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation.

---

This is a sibling rule.

### Example

During a selected time interval, Service Level Management records one outage of 1:30 hours and one outage of 0:30 hours. Therefore the outage duration = 1:30 + 0:30 = 2 hours.

### KPIs

This rule is used by the following KPIs:

- “Outage Duration” on page 62

## PNR (Point of No Return)

---

**Note:** This rule is for internal Mercury use only and should not be modified.

---

The Point Of No Return (PNR) rule displays what percentage of the unavailability time has passed, and how much more time may elapse for a CI before the SLA is in breach of contract.

This is a sibling rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “PNR (Point of No Return)” on page 65

## Response Time Success Ratio

This rule enables you to compare, in the same report, CIs that measure different types of activity. Service Level Management calculates the status of each CI (as a percentage) and compares this status to a value defined during KPI creation.

The Response Time Success Ratio rule calculates the status of each child CI, and provides a value for the success of the status.


This is a group rule.

## Example

During SLA creation, you set objectives for a Performance KPI as follows:

**KPI**

KPI: Performance

Business rule: Response Time Success Rati 

Parameters:

Success status: \* Met

Use weighting: \*  true  false






  

**Objectives**

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Business Hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Exceeded	>	98.0 %
	Met	>	95.0 %
	Minor Breached	>	90.0 %
	Breached	>	85.0 %
	Failed	Otherwise	

The Success status parameter is defined as **Met**. That is, any child CI is considered successful if its status is greater than, or equal to, **Met** (in the above case, 95%).

The Performance KPI has three children: CI1, CI2, and CI3. At report generation time, CI1 receives a status of **Exceeded** (considered successful), CI2 receives a status of **Breached** (considered to have failed), and CI3 receives a status of **Met** (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the CI a **Failed** status (the status color is red).

## KPIs

This rule is used by the following KPIs:

- ▶ “Performance” on page 63



### **Parameters**

The rule parameters are:

- ▶ **Success status.** The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

- ▶ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

## **RUM Page Availability**

Calculates the availability of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT), by comparison with SLA objectives.

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Availability” on page 59

## **RUM Page Average Response Time**

Calculates the average response time of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT).

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Response Time” on page 66

### Parameters

The rule parameters are:

- **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

## RUM Page Percentile

Calculates in which percentile the CI performance times fall, as defined by the Percentile condition parameter, for Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). Service Level Management takes the percentile value from Real User Monitor. For details on the page summary report, see “Page Summary Report” in *Using End User Management*.

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:

- “Performance” on page 63

### Parameters

The rule parameters are:

- **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

## RUM Page Six Sigma Availability

Calculates the Six Sigma availability of CIs for a Real User Monitor page and compares the Six Sigma values to the SLA objectives.

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Availability Six Sigma” on page 59

## **RUM Page Six Sigma Performance**

Calculates the Six Sigma performance value for Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). Service Level Management takes the percentile calculation from Real User Monitor. For details on the performance report, see “Performance Tab” in *Using End User Management*.

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- ▶ “Performance Six Sigma” on page 64

### **Parameters**

The rule parameters are:

- ▶ **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

## **RUM Session User Availability**

Calculates the availability of Real User Monitor sessions. Service Level Management takes the success condition (that is, the session is available or is not available) from Real User Monitor.

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “User Availability” on page 68

## **RUM Session User Performance**

Calculates in which percentile the user session performed successfully as defined in Real User Monitor. Service Level Management takes the success condition calculation from Real User Monitor. .

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “User Performance” on page 69

## **RUM Transaction Availability**

Calculates the availability percentages of CIs for a Real User Monitor transaction, by comparison with SLA objectives.

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “Availability” on page 59

## **RUM Transaction Average Response Time**

Calculates the average response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “Response Time” on page 66

### **Parameters**

The rule parameters are:

- **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.  
Default/Mandatory – Net time/Yes
- **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No

## **RUM Transaction Max. Response Time**

Calculates the maximum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “Response Time” on page 66

### **Parameters**

The rule parameters are:

- **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.  
Default/Mandatory – Net time/Yes
- **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## RUM Transaction Min. Response Time

Calculates the minimum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:

- ▶ “Response Time” on page 66

### Parameters

The rule parameters are:

- ▶ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

- ▶ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## RUM Transaction Outage

Calculates an outage for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is an outages rule.

### KPIs

This rule is used by the following KPIs:

- “Outages” on page 63

### Parameters

The rule parameters are:

- **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

- **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

- **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

- **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

## RUM Transaction Percentile

Calculates in which percentile the Real User Monitor CI performance times fall, as defined by the Percentile condition parameter, for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:

- “Performance” on page 63

### Parameters

The rule parameters are:

- **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

- **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

- **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## RUM Transaction Six Sigma Availability

Calculates the Six Sigma availability of CIs for a Real User Monitor transaction and compares the Six Sigma values to the SLA objectives.

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:

- “Availability Six Sigma” on page 59

## RUM Transaction Six Sigma Performance

Calculates the Sigma performance value for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:



- ▶ “Performance Six Sigma” on page 64

### **Parameters**

The rule parameters are:

- ▶ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.  
Default/Mandatory – Net time/Yes
- ▶ **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No

## **Service Level Management Status**

---

**Note:** This rule is for internal Mercury use only and should not be modified.

---

This rule calculates the status of an SLA for the Status Snapshot report.

This is a sibling rule.

## **SiteScope Average Availability**

Service Level Management calculates the average availability of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

## Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

The System Availability KPI for a SiteScope monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).

## KPIs

This rule is used by the following KPIs:

- ▶ “System Availability” on page 67

## Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

## SiteScope Average Value

Service Level Management calculates the average value of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

## Example

---

**Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based.

---

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds:  $(2+4+6+8)/4 = 5$  seconds.

## KPIs

This rule is used by the following KPIs:

- ▶ “System Performance” on page 68

## Parameters

The rule parameters are:

- ▶ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.  
Default/Mandatory – Time Based/Yes
- ▶ **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No

## SiteScope Max. Value

Service Level Management calculates the maximum value of SiteScope CIs that belong to the SiteScope Measurement CIT.

This is a monitor rule.

### Example

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.

### KPIs

This rule is used by the following KPIs:

- “System Performance” on page 68

### Parameters

The rule parameters are:

- **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## SiteScope Min. Value

Service Level Management calculates the minimum value of SiteScope CIs that belong to the SiteScope Measurement CIT.

This is a monitor rule.

### Example

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.

### KPIs

This rule is used by the following KPIs:

- “System Performance” on page 68

### **Parameters**

The rule parameters are:

- **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.  
Default/Mandatory – Time Based/Yes
- **Trimming condition.** Ignore outlier trimmed values.  
Default/Mandatory – -/No

## **SiteScope Monitor Outage**

Service Level Management determines that an outage has occurred if there are more than the minimum number of failures for more than the minimum duration, for SiteScope CIs that belong to the SiteScope Monitor CIT.

SiteScope monitors send status change event data to Service Level Management that includes severity values (for details on the EMS configuration files that define the Integration Monitors, see “Configuring the Event Template (event.config)” in *Configuring SiteScope Monitors*).

Service Level Management checks the severity level to determine if an outage has occurred, by comparing the value to that set during outage creation:

The screenshot shows a dialog box titled "Add Outage". It contains the following fields and values:

- Business rule: SiteScope Monitor Outage
- Parameters:
  - Severity failure value: 4
  - Minimum number of failures: \* 2
  - Minimum duration: 0 seconds
  - Default category: Undefined
  - No data timeout: 3600 seconds
  - Max duration: (empty) hours

Buttons: OK, Cancel, Help

**Severity failure value** defines which severity value is considered a failure (that is, the sample is unavailable). For example, if the value is 4, samples with a severity value of 1, 2, or 3 are considered available, and samples with a severity value of 4 or 5 are considered unavailable.

This is an outages rule.

## KPIs

This rule is used by the following KPIs:

- “Outages” on page 63

## Parameters

The rule parameters are:

- **Severity failure value.** The severity value, for status changes, at which an SLA is considered unavailable.

Default/Mandatory – 5/Yes

- **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

- ▶ **Minimum duration.** The minimum duration in seconds that can be considered an outage.  
Default/Mandatory – 0/Yes
- ▶ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.  
Default/Mandatory – Undefined/No
- ▶ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.  
Default/Mandatory – -/No

## SiteScope Monitor Availability

Service Level Management uses this rule to calculate SiteScope system availability.

This is a monitor rule.

### KPIs

This rule is used by the following KPIs:

- ▶ “System Availability” on page 67

## SiteScope Monitor Six Sigma

Service Level Management calculates the Sigma availability value for SiteScope CIs, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects).

This is a monitor rule.

### **KPIs**

This rule is used by the following KPIs:

- “Availability Six Sigma” on page 59

## **SiteScope Outage**

Calculates an outage for SiteScope CIs that belong to the SiteScope Measurement CIT, if there is more than the minimum number of failures for more than the minimum duration.

This is an outages rule.

### **KPIs**

This rule is used by the following KPIs:

- “Outages” on page 63

### **Parameters**

The rule parameters are:

- **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

- **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

- **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

- **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No



## SiteScope Percentile

Service Level Management calculates in which percentile the SiteScope CI performance times fall, as defined by the Percentile condition operator and threshold, for SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

### Example

During SLA creation, you set objectives for a Performance KPI with a Percentile condition of  $< 8$  seconds:

**KPI**

KPI:

Business rule:  ?

Parameters:

Calculation method:  Sample Based  Time Based

Percentile condition: \*

Trimming condition:

**Objectives**

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<input style="background-color: #00FF00; width: 15px; height: 15px; display: inline-block; vertical-align: middle;" type="checkbox"/>	Exceeded	<input type="text" value="&gt;"/>	<input type="text" value="95"/>	%
<input style="background-color: #90EE90; width: 15px; height: 15px; display: inline-block; vertical-align: middle;" type="checkbox"/>	Met	>	<input type="text" value="90"/>	%
<input style="background-color: #FFD700; width: 15px; height: 15px; display: inline-block; vertical-align: middle;" type="checkbox"/>	Minor Breached	>	<input type="text" value="85"/>	%
<input style="background-color: #FF8C00; width: 15px; height: 15px; display: inline-block; vertical-align: middle;" type="checkbox"/>	Breached	>	<input type="text" value="80"/>	%
<input style="background-color: #FF0000; width: 15px; height: 15px; display: inline-block; vertical-align: middle;" type="checkbox"/>	Failed	Otherwise		

The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 8.2, 8.3, 8.1 and 8.1 seconds. At report generation time, the rule calculates that 4 out of the 4 samples fulfill the percentile condition (that is, the result falls in the 100th percentile), and gives the SLA an Exceeded status (the status color is green).

### **KPIs**

This rule is used by the following KPIs:

- “Performance” on page 63

### **Parameters**

The rule parameters are:

- **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

- **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

- **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

## **Six Sigma Group**

Service Level Management calculates the number of failures per child CI (total number of defects and opportunities) that occurred on average in all child CIs.

---

**Note:** For Service Level Management to calculate the number of failures, all child CIs must include a Six Sigma rule.

---

This is a group rule.

### **KPIs**

This rule is used by the following KPIs:

- “Availability Six Sigma” on page 59
- “Performance Six Sigma” on page 64

### **Parameters**

The rule parameters are:

**Use weighting.** Include weighting values.

## **System Performance Success Ratio**

Service Level Management calculates the system performance of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in this rule.

The System Performance Success Ration rule enables you to compare, in the same report, CIs that measure different types of activity. For example, an SLA that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages).

This is a group rule.

## Example

During SLA creation, you set objectives for a Performance KPI as follows:

**KPI**

KPI:

Business rule:  ?

Parameters:

Success status:

Use weighting:  true  false

**Objectives**

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<input type="checkbox"/> Exceeded	<input type="text" value="&gt;"/>	<input type="text" value="95"/>	%
<input type="checkbox"/> Met	>	<input type="text" value="90"/>	%
<input type="checkbox"/> Minor Breached	>	<input type="text" value="85"/>	%
<input type="checkbox"/> Breached	>	<input type="text" value="80"/>	%
<input type="checkbox"/> Failed	Otherwise		

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 90%).

The System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Met (considered successful), and CI3 receives a status of Met (considered successful). Three child CIs out of 3 are successful.

The KPI result, therefore, is 100%. This gives the SLA an Exceeded status (the status color is green).

## KPIs

This rule is used by the following KPIs:

- “Performance” on page 63

## Parameters

The rule parameters are:

- ▶ **Success status.** The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

- ▶ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

## Volume Average Value

This rule measures the number of hits on a Real User Monitor page and calculates a page's availability. Volume Average Value takes into account the number of samples that are attributed to each of a CI's children. The more samples attributed to a child, the more the child influences the results. By comparison, RUM Page Availability calculates average availability for a CI, without taking into account the number of samples per child.

---

**Note:** Although this rule can be used for any sample type, it is usually assigned to Real User Monitor. This is because the number of samples attributed to each child in Business Process Monitor and SiteScope is equal (unless configured otherwise).

---

This is a group rule.

## KPIs

This rule is used by the following KPIs:

- ▶ “Availability” on page 59
- ▶ “Performance” on page 63

- “Response Time” on page 66
- “System Availability” on page 67
- “System Performance” on page 68
- “User Availability” on page 68
- “User Performance” on page 69

## Worst Child (Max.)

Service Level Management returns the highest value held by any of the child CIs. For example, when calculating the worst child result for the Response Time KPI, the child with the longest response time is worst.

This is a group rule.

### Example

During SLA creation, you set objectives for a Response Time KPI:

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #00FF00; border: 1px solid black;"></span> Exceeded	<	7	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></span> Met	<	8	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></span> Minor Breached	<	9	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span> Breached	<	10	seconds
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></span> Failed	Otherwise		

The Response Time KPI has 3 children, CI1, CI2, and CI3, with the following values: 10 seconds, 12 seconds, 8.5 seconds. At report generation time, the rule returns the highest value (10 seconds), and gives the SLA a Breached status (the color is orange).

## KPIs

This rule is used by the following KPIs:

- “MTTR (Mean Time to Recover)” on page 61
- “Number of Outages” on page 62
- “Outage Duration” on page 62
- “Response Time” on page 66
- “System Performance” on page 68

## Worst Child (Min.)

Service Level Management returns the lowest value held by any of the child CIs. For example, when calculating the worst child result for the System Availability KPI, the child with the lowest percentage availability is the worst.

This is a group rule.

## Example

During SLA creation, you set objectives for a System Availability KPI:

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Business Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<span style="display: inline-block; width: 15px; height: 15px; background-color: #00FF00; border: 1px solid black;"></span>	Exceeded	>	99.0	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #90EE90; border: 1px solid black;"></span>	Met	>	98.5	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; border: 1px solid black;"></span>	Minor Breached	>	90.0	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; border: 1px solid black;"></span>	Breached	>	75.0	%
<span style="display: inline-block; width: 15px; height: 15px; background-color: #FF0000; border: 1px solid black;"></span>	Failed	Otherwise		

The System Availability KPI has 3 children, CI1, CI2, and CI3, with the following values: 99%, 98.6%, 92%. At report generation time, the rule returns the lowest value (92%), and gives the SLA a Minor Breached status (the color is yellow).

### **KPIs**

This rule is used by the following KPIs:

- “Availability” on page 59
- “Availability Six Sigma” on page 59
- “MTBF (Mean Time Between Failures)” on page 61
- “Performance” on page 63
- “Performance Six Sigma” on page 64
- “System Availability” on page 67



# Part IV

---

## Dashboard Display Components



# 8

---

## Context Menus Repository

The Context Menus Repository includes the context menus available in Dashboard and enables you to create new context menus and to edit existing context menus.

This chapter describes:	On page:
Working with the Context Menus Repository	261
Creating a Context Menu Using Cloning	263
Creating a Customized Context Menu	263
Editing a Context Menu Using Override	264
Specifying the Context Menu Details	265
Specifying the Menu Entity Details	265
Context Menus Detailed Description	266

### Working with the Context Menus Repository

The Context Menu Repositories page displays the list of factory (pre-defined) context menus available throughout Dashboard to determine appearance and functionality for the CIs in the presentation layer.

Advanced users can modify existing repository objects and create new ones. This may be necessary when you want to customize the way information is presented in Dashboard, to fit the needs of your organization; or you may need to create new objects when integrating data from a new external system into Dashboard.

A context menu defines the menu options that are available in the menu for a KPI or a CI in the Dashboard application. The adapter template assigns every configuration item type (CIT), a default context menu.

The actions required by each menu option are defined in Chapter 9, “Context Menu Items Repository.”

For example, in the Console tab of the Dashboard application, the menu: **Go to Report > Trend** is displayed:

Go to Report	▶ Change Rule
Filters	▶ Configuration Item Status Alerts
Top View	▶ KPIs Over Time
Acknowledgment	▶ Show Related RFCs
Find Visible and Hidden Child CIs	Transaction Analysis
Drill to Diagnostics	▶ Trend
Show Related CIs	Triage
Properties	

For details about the menu options, see “Dashboard Menu Options” in *Using Dashboard*.

You can:



- ▶ create a new customized context menu by:
  - ▶ cloning (copying) a factory (pre-defined) or customized context menu to use as a template. For details, see “Creating a Context Menu Using Cloning” below
  - ▶ creating a new context menu. For details, see “Creating a Customized Context Menu” below
    - specifying its details. For details, see “Specifying the Context Menu Details” on page 265
- ▶ replace an existing factory context menu by overriding it. For details, see “Editing a Context Menu Using Override” on page 264

You can then customize the context menu to your organization specifications. For details, see “Specifying the Context Menu Details” on page 265

## Creating a Context Menu Using Cloning

You can create a customized context menu by cloning an existing context menu and modifying it. The existing context menu can be a factory or a customized context menu. The original context menu is still available. A new ID number is assigned to the cloned context menu.


**To create a context menu using cloning:**

- 1** Select **Admin > Dashboard**.
-  **2** Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3** Click the **Context Menus** tab menu option to open the context menus page.
- 4** In the **Factory Context Menus** area or in the **Custom Context Menus** area, select the context menu you want to clone.
- 5** Click the **Clone** button. The cloned context menu item appears in the **Custom Context Menus** area.
-  **6** Click the **Edit Context Menu** button to open the **Context Menu Details** window. For more details, see “Specifying the Context Menu Details” on page 265.

## Creating a Customized Context Menu

You can create a new context menu.


**To create a customized context menu:**

- 1** Select **Admin > Dashboard**.
-  **2** Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3** Click the **Context Menus** tab menu option to open the context menus page.
- 4** Click the **New Item** button in the **Custom Context Menus** area to open the **Context Menu Details** window. For more details, see “Specifying the Context Menu Details” on page 265.

## Editing a Context Menu Using Override

When you override an existing context menu, a copy appears in the **Custom Context Menus** area and the existing context menu is marked with (Overridden) in the **Factory Context Menus** area. Overriding replaces the existing context menu with the context menu that you have modified. The ID number of the overriding context menu is the same as the ID number of the overridden context menu.

**To override a context menu:**

- 1 Select **Admin > Dashboard**.
- 2  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Click the **Context Menus** tab menu option to open the context menus page.
- 4 In the **Factory Context Menus** area or in the **Custom Context Menus** area, select the context menu you want to override.
- 5 Click the **Override** button.

(Overridden) appears under the overridden context menu in the **Factory Context Menus** area as follows:



The overriding context menu appears in the **Custom Context Menus** area.



- 6 Click the **Edit Context Menu** button to open the **Context Menu Details** window. For more details, see “Specifying the Context Menu Details” on page 265.

## Specifying the Context Menu Details

In the context menu Items Details page, you can either modify the information or enter new information for the context menu. You can also modify existing information or add new information about the context menu entity.

You can either modify the information or enter new information for the context menu.

**To specify the context menu details:**

- 1** Access the **Context Menu Details** page.
- 2** In the **Display Name** box, enter or modify the name of the context menu.
- 3** In the **Menu Entities** area, choose one of the following options:
  - a** Click the **New** button to enter new menu entity details. For more details, go to “Specifying the Menu Entity Details” on page 265
  - b** Click the **Delete** button to delete an existing menu entity details
  - c** Click the **Edit** button to modify existing menu entity details. For more details, go to “Specifying the Menu Entity Details” on page 265
- 4** Click **OK** to save the information and return to the previous page.



## Specifying the Menu Entity Details

In the **Menu Entity Details** page, you can either modify existing information or enter new information about the menu entity.

**To specify the menu entities details:**

- 1** Access the **Menu Entity Details** page.
- 2** In the **Context Menu Item** box, enter or modify the name of the context menu item (the main menu element that is displayed).
- 3** In the **Sub-context Menu Items** list, select or de-select the sub-menu items.

- 4 In the **Applicable Sections** list, select or de-select the applications where the menus will appear. If you specify nothing the menu appears in all tabs.
- 5 Click **OK** to save the information and return to the previous page.

## Context Menus Detailed Description

This section lists the available context menus, describes them, and lists their default options.

Several context menus with the same name might be listed in the Context Menu Repository; they might have different parameters.

This section includes the following topics:

- ▶ “BMC Measurement Menu” on page 268
- ▶ “Business Process Monitor Group Menu” on page 268
- ▶ “CI Neighbors” on page 269
- ▶ “CI Properties” on page 269
- ▶ “CIM Measurement Menu” on page 270
- ▶ “Config File Menu” on page 270
- ▶ “Dashboard Administration Menu” on page 271
- ▶ “Deep Transactions Tracing Context Menu” on page 271
- ▶ “Default Menu” on page 272
- ▶ “Diagnostics BPM Menu” on page 273
- ▶ “Diagnostics Probe Group Menu” on page 273
- ▶ “Diagnostics Probe Menu” on page 273
- ▶ “EMS Measurement Menu” on page 274
- ▶ “Group Menu” on page 274
- ▶ “ITU Nodes” on page 275
- ▶ “ITU Root” on page 276
- ▶ “Locate CI” on page 276



- “Locate CI in SLA” on page 277
- “RUM Application Error Monitor Menu” on page 277
- “RUM Application Menu” on page 277
- “RUM End User Group Container Menu” on page 278
- “RUM End User Group Menu” on page 278
- “RUM End User’s Menu” on page 279
- “RUM Errors Menu” on page 279
- “RUM Group Menu” on page 280
- “RUM HTTP Error Monitor Menu” on page 280
- “RUM Informational Event Monitor Menu” on page 281
- “RUM Informational Events Menu” on page 281
- “RUM Page Monitor Menu” on page 282
- “RUM Servers Menu” on page 282
- “RUM Server Menu” on page 282
- “RUM Session Monitor Menu” on page 283
- “RUM Transaction Monitor Menu” on page 283
- “SAP Alert Acknowledgment” on page 284
- “SAP Menu” on page 284
- “SAP System Menu” on page 285
- “SAP Transaction Menu” on page 285
- “SAP Transport Menu” on page 286
- “SiteScope Group Menu” on page 287
- “Sitescope Measurement Menu” on page 287
- “Sitescope Monitor Menu” on page 287
- “Transaction Measurement Menu” on page 288
- “VM Context Menu” on page 289

## **BMC Measurement Menu**

Context menu for measurement CIs originating from a BMC Patrol system.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Show in Top View on page 358
- Show Path to Root on page 359
- Show Problematic Subtree on page 360
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **Business Process Monitor Group Menu**

Context menu for group CIs where the data originates from a Business Process Monitor source.

### **Menu Entities**

The menu entities are:

- Drill to Diagnostics on page 322
- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## Business Unit Menu

Internal.

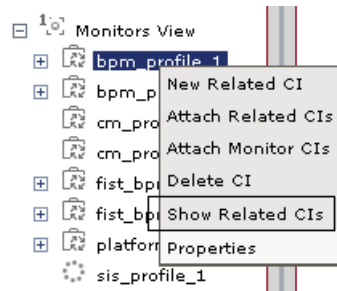
### Menu Entities

The menu entities are:

- ▶ SLAs Summary Report on page 367

## CI Neighbors

Context menu in the CMDB.



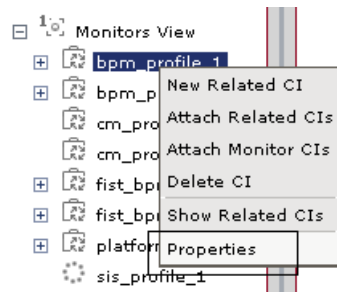
### Menu Entities

The menu entities are:

- ▶ Show Related CIs on page 362

## CI Properties

Context menu in the CMDB.



### **Menu Entities**

The menu entities are:

- Properties on page 345

### **CIM Measurement Menu**

Context menu for measurement CIs originating from a Compaq Insight Manager (CIM) system.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **Config File Menu**

Displays the Show Content option in the right-click menu. For details, see “Show Content” in *Using Dashboard*.

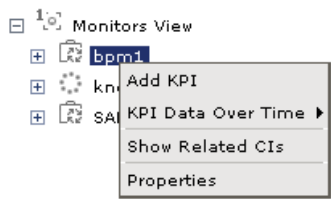
### **Menu Entities**

The menu entities are:

- Show Content on page 356

## Dashboard Administration Menu

Displays the right-click menu in Dashboard Admin.



### Menu Entities

The menu entities are:

- Add KPI on page 310
- KPI Data Over Time on page 336

## Deep Transactions Tracing Context Menu

Context menu that is used in Dashboard Monitor Views to drill from a specific transaction to the Diagnostics transaction screen.

This context menu is available only if TransactionVision has been installed. For details, see “Administering Deep Transaction Tracing” in *Application Administration*.

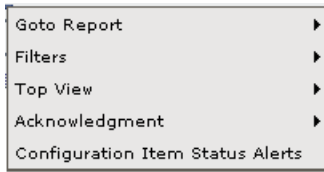
### Menu Entities

The menu entities are:

- Deep Transaction Tracing Reports on page 319

## Default Menu

Displays the right-click menu in Dashboard Console tab.



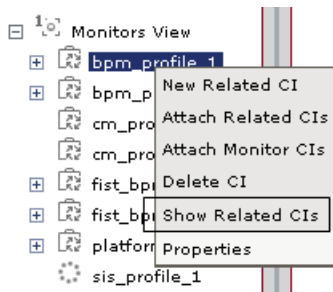
## Menu Entities

The menu entities are:

- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Configuration Item Status Alerts on page 316
- ▶ Find Visible and Hidden Child CIs on page 334

## Delete CI

Context menu in the CMDB.



## Menu Entities

The menu entities are:

- ▶ Delete CI on page 320

### **Diagnostics BPM Menu**

Context menu that is used in Dashboard Monitor Views to drill from a specific transaction to the Diagnostics transaction screen.

#### **Menu Entities**

The menu entities are:

- Drill to Diagnostics on page 322
- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316

### **Diagnostics Probe Group Menu**

Context menu that is used in Dashboard Diagnostics Views to drill down from a specific probe group CI to the Diagnostics Console screen.

#### **Menu Entities**

The menu entities are:

- Drill to Diagnostics on page 322

### **Diagnostics Probe Menu**

Context menu that is used in Dashboard Monitors Views to drill down from a specific probe CI to the Diagnostics transaction screen.

#### **Menu Entities**

The menu entities are:

- Drill to Diagnostics on page 322

### **EMS Measurement Menu**

Context menu for measurement CIs originating from an Enterprise Management Systems (EMS) source.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **Group Menu**

The default context menu for most of the business configuration item types (CITs).

#### **Menu Entities**

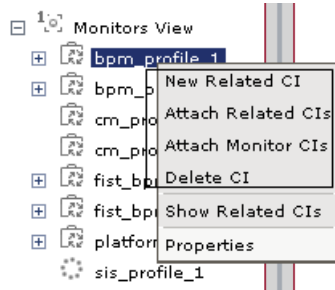
The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334



## ITU Nodes

Context menu for CIs in IT Universe Manager View Explorer. For details, see “Using View Explorer” in *Working with the CMDB*. The options that appear in the right-click menu depend on the context.



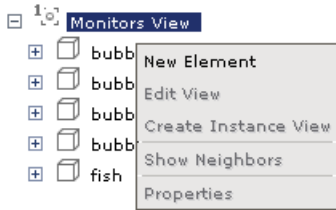
## Menu Entities

The menu entities are:

- New Related CI on page 341
- Attach Related CIs on page 312
- Attach Monitor CIs on page 311
- Delete CI on page 320

## ITU Root

Context menu group CI in IT Universe Manager View Explorer. For details, see “Using View Explorer” in *Working with the CMDB*. The options that appear in the right-click menu depend on the context.



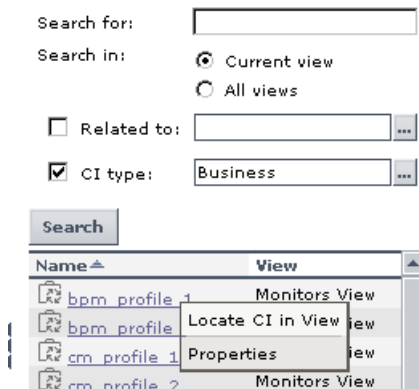
## Menu Entities

The menu entities are:

- ▶ New CI on page 339
- ▶ Edit View on page 322

## Locate CI

Context menu after a search operation in IT Universe.



## Menu Entities

The menu entities are:

- ▶ Locate CI in View on page 338

## **Locate CI in SLA**

Internal.

### **Menu Entities**

The menu entities are:

- Locate CI in SLA on page 338

## **RUM Application Error Monitor Menu**

Context menu for RUM Error Event CIs in the Real User Application view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **RUM Application Menu**

Context menu for Application CIs in the Real User Application view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM End User Group Container Menu**

Context menu for RUM End User Group Container CIs in the Real User End Users view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM End User Group Menu**

Context menu for RUM End User Groups CIs in the Real User End Users view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **RUM End User's Menu**

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **RUM Errors Menu**

Context menu for RUM Errors Event CIs in the Real User Application view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM Group Menu**

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

#### **Menu Entities**

The menu entities are:

- ▶ Drill to Diagnostics on page 322
- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Configuration Item Status Alerts on page 316
- ▶ Find Visible and Hidden Child CIs on page 334

### **RUM HTTP Error Monitor Menu**

Context menu for RUM HTTP Error Monitor CIs in the Real User Application view.

#### **Menu Entities**

The menu entities are:

- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Configuration Item Status Alerts on page 316
- ▶ Find Visible and Hidden Child CIs on page 334

## **RUM Informational Event Monitor Menu**

Context menu for RUM Informational Event Monitor CIs in the Real User Application view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **RUM Informational Events Menu**

Context menu for RUM Informational Events CIs in the Real User Application view.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM Page Monitor Menu**

Context menu for RUM Page Monitor CIs in the Real User Application view.

#### **Menu Entities**

The menu entities are:

- Drill to Diagnostics on page 322
- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM Servers Menu**

Context menu for RUM Servers CIs in the Real User Servers view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336

### **RUM Server Menu**

Context menu for RUM Server Monitor CIs in the Real User Servers view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309



- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM Session Monitor Menu**

Context menu for RUM Session Monitor CIs in the Real User Applications view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

### **RUM Transaction Monitor Menu**

Context menu for RUM Transaction Monitor CIs in the Real User Applications view.

#### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **SAP Alert Acknowledgment**

Context menu for a SAP Alert CI.

### **Menu Entities**

The menu entities are:

- Complete Alert on page 314
- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **SAP Menu**

Context menu for a SAP CI.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Application Mapping on page 310
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **SAP System Menu**

Context menu for a SAP System CI.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Application Mapping on page 310
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **SAP Transaction Menu**

Context menu for a Transaction CI.

### **Menu Entities**

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Application Mapping on page 310
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## **SAP Transport Menu**

Context menu for a Transport CI.

### **Menu Entities**

The menu entities are:

- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Application Mapping on page 310
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Find Visible and Hidden Child CIs on page 334
- ▶ Configuration Item Status Alerts on page 316

## **Siebel Diagnostics Menu**

Context menu for Siebel-specific CIs.

### **Menu Entities**

The menu entities are:

- ▶ Show Processes on page 361
- ▶ Show Running Tasks on page 362
- ▶ Show Tasks in Error on page 365
- ▶ Find Visible and Hidden Child CIs on page 334

## **Service Menu**

Internal.

### **Menu Entities**

The menu entities are:

- ▶ CI Impact Report on page 314

## SiteScope Group Menu

Context menu for SiteScope group CIs.

### Menu Entities

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## Sitescope Measurement Menu

Context menu for measurements CIs originating from SiteScope.

### Menu Entities

The menu entities are:

- Go To Report on page 336
- Filters on page 334
- Top View on page 368
- Acknowledgement on page 309
- Configuration Item Status Alerts on page 316
- Find Visible and Hidden Child CIs on page 334

## Sitescope Monitor Menu

Context menu for SiteScope monitor CIs when there is no measurement level for the monitor.

### Menu Entities

The menu entities are:

- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Configuration Item Status Alerts on page 316
- ▶ Find Visible and Hidden Child CIs on page 334

### **Transaction Measurement Menu**

Context menu for transaction measurement CIs.

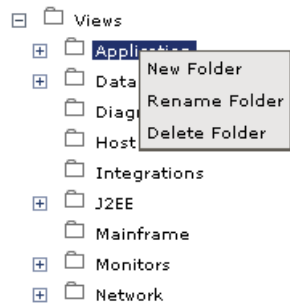
#### **Menu Entities**

The menu entities are:

- ▶ Go To Report on page 336
- ▶ Filters on page 334
- ▶ Top View on page 368
- ▶ Acknowledgement on page 309
- ▶ Configuration Item Status Alerts on page 316
- ▶ Find Visible and Hidden Child CIs on page 334

## VM Context Menu

Context menu in View Manager in the CMDB.



### Menu Entities

The menu entities are:

- New Folder on page 340
- Rename Folder on page 347
- Delete Folder on page 321





# 9

---

## Context Menu Items Repository

The Context Menu Items Repository includes the context menu items available in Dashboard and enables you to create new context menu items and to edit existing context menu items.

This chapter describes:	On page:
Working with the Context Menu Items Repository	291
Example Scenario - Creating a New Context Menu Item	292
Creating a Context Menu Item Using Cloning	302
Creating a Context Menu Item	302
Editing a Context Menu Item Using Override	303
Specifying the Context Menu Items Details	304
Context Menu Items Detailed Description	306
Pre- and Post-Processor Classes	377

### Working with the Context Menu Items Repository

The Context Menu Items Repositories page displays the list of factory (pre-defined) context menu items available throughout Dashboard to determine appearance and functionality for the CIs in the presentation layer.

Advanced users can modify existing repository objects and create new ones. This may be necessary when you want to customize the way information is presented in Dashboard, in order to fit the needs of your organization; or you may need to create new objects when integrating data from a new external system into Dashboard.

The Context Menu Items Repository defines the options available in the context menus. Each context menu item either specifies an operation that is to take place, or acts as a parent for a sub-menu. For a list of the context menu items defined for Dashboard, see “Context Menu Items Detailed Description” on page 306.

You can:

- ▶ create a context menu item by:
  - ▶ cloning – this consists in copying a factory (pre-defined) or a customized context menu item to use as a template. For details, see “Creating a Context Menu Item Using Cloning” below
  - ▶ creating a new context menu item. For details, see “Creating a Context Menu Item” below
- ▶ replace an existing factory context menu item by overriding it. For details, see “Editing a Context Menu Item Using Override” on page 303

You can then modify the context menu item to customize it to your organization specifications. For details, see “Specifying the Context Menu Items Details” on page 304.

## **Example Scenario - Creating a New Context Menu Item**

This scenario describes the creation of a new menu option for CIs in Dashboard, where the menu option generates a dynamic URL reference to an external application. For this scenario, the URL links to an external application that provides a runbook for monitored Business Process Monitor transactions. Within the runbook site, a new page is displayed for each transaction and each profile. The menu option should be able to take you to the specific transaction and the specific profile.

The new menu option (Access Runbook) is added to the context menus used for Business Process Monitor CIs.

The scenario is divided into two stages:

- ▶ “Stage 1: Create the Context Menu Item” on page 293
- ▶ “Stage 2: Add the Menu Item to a Context Menu” on page 298

To view the final outcome of this scenario, see “Result in Dashboard” on page 301.

### Stage 1: Create the Context Menu Item

The first stage involves creating the context menu item in the Dashboard Repositories. The new context menu item will access the runbook application HTTP page that contains the details for the selected transaction, and display the page content in a new browser window.

In order to create a context menu item, you can add a completely new menu item, or clone an existing one that is similar to what you need and edit its properties. In this scenario, a new menu item is created.

**To create the new context menu item:**

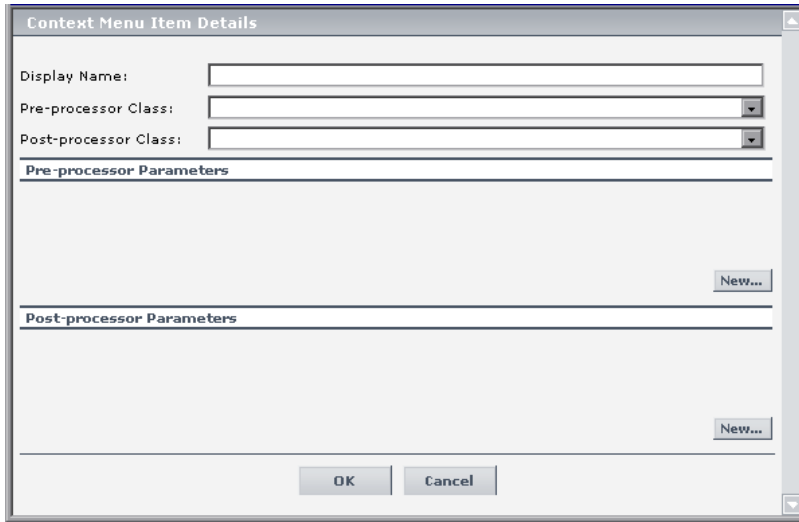
- 1 Select **Admin > Dashboard**.
- 2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.
- 3 Select the **Context Menu Items** tab menu option to open the context menu items page.

Factory Context Menus	
Display Name ▲	
<input type="checkbox"/>	BMC Measurement Menu
<input type="checkbox"/>	BPM Group Menu with Layers View
<input type="checkbox"/>	Business Process Monitor Group Menu
<input type="checkbox"/>	Business Unit Menu
<input type="checkbox"/>	CI Neighbors
<input type="checkbox"/>	CI Properties
<input type="checkbox"/>	CIM Measurement Menu

Clone Override

Custom Context Menus	
Display Name	

- 4 In the **Custom Context Menu Items** area, click **New Item** (located bottom-right) to create a new menu item. The Context Menu Item Details window is displayed.



The screenshot shows a dialog box titled "Context Menu Item Details". It contains three input fields at the top: "Display Name:" with a text box, "Pre-processor Class:" with a dropdown menu, and "Post-processor Class:" with a dropdown menu. Below these are two large text areas. The first is labeled "Pre-processor Parameters" and has a "New..." button in its bottom right corner. The second is labeled "Post-processor Parameters" and also has a "New..." button in its bottom right corner. At the bottom of the dialog are "OK" and "Cancel" buttons.

- 5 Enter the details in the top three boxes as follows:
  - **Display Name.** Enter a name for the context menu item you are creating, for example, Access Runbook.
  - **Pre-processor Class.** Select **Preprocessor: Dashboard Generic URL** from the list.
  - **Post-processor Class.** Select **Postprocessor: Open Window** from the list.

When you select the **Pre-processor Class** and **Post-processor Class** options, the default parameters for each selection are automatically added in the **Pre-processor Parameters** and **Post-processor Parameters** areas.

**Context Menu Item Details**











Display Name:

Pre-processor Class:

Post-processor Class:













---

**Pre-processor Parameters**

URL		
filter.selectedVTIDs		
filter.fromDashboard		
autoGenerate		
reportID		
<input type="button" value="New..."/>		

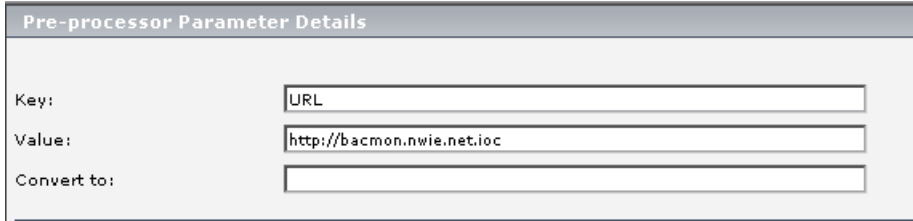
---

**Post-processor Parameters**

SLAVE_WIN		
WIDTH		
HEIGHT		
SCROLL		
RESIZE		
WIN_NAME		
<input type="button" value="New..."/>		

- 6 In the **Pre-processor Parameters** area, click the **Edit** button for the **URL** parameter to open the Pre-processor Parameter Details window.
  - a In the **Value** box, enter the static part of the URL for the application Web page that the menu item will access, for example:  
<http://bacmon.nwie.net/ioc>

**b** Leave the **Convert to** box empty.

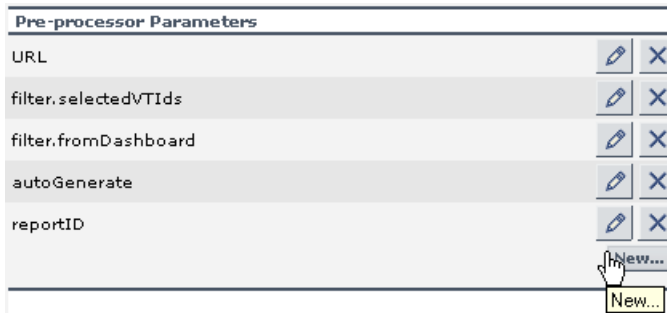


The image shows a dialog box titled "Pre-processor Parameter Details". It contains three input fields: "Key:" with the value "URL", "Value:" with the value "http://bacmon.nwie.net.ioc", and "Convert to:" which is empty.

**c** Click **OK**.

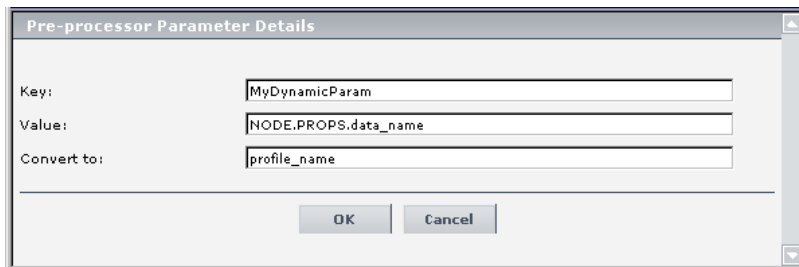
**7** Define an additional parameters in the **Pre-processor Parameters** area. This parameter defines the dynamic component of the URL, so that the accessed page shows content for the selected transaction.

To add a parameter in the **Pre-processor Parameters** area, click **New** (located bottom-right of the area).



The image shows a list of parameters in the "Pre-processor Parameters" area. The list includes: URL, filter.selectedVTIds, filter.fromDashboard, autoGenerate, and reportID. Each parameter has edit and delete icons. A "New..." button is visible at the bottom right of the list, with a mouse cursor hovering over it.

**8** In the displayed Pre-processor Parameter Details window, define the following information for the **MyDynamicParam** parameter:



The image shows the "Pre-processor Parameter Details" dialog box with the following values: "Key:" is "MyDynamicParam", "Value:" is "NODE.PROPS.data\_name", and "Convert to:" is "profile\_name". The "OK" and "Cancel" buttons are visible at the bottom.

**a** In the **Key** box, enter MyDynamicParam

- b** In the **Value** box, enter NODE.PROPS.data\_name
- c** In the **Convert to** box, enter profile\_name
- d** Click **OK**.



- 9** Delete the other parameters by clicking the delete button.
- 10** Check that the added parameters are listed in the **Pre-processor Parameters** area of the Context Menu Item Details window.

Pre-processor Parameters
URL
MyDynamicParam

- 11** In the **Post-processor Parameters** area, click the **Edit** button for **WIN\_NAME** to open the Post-processor Parameter Details window. In the **Value** box, enter a name for the window opened by the menu item, for example, Runbooks.

Post-processor Parameter Details	
Key:	<input type="text" value="WIN_NAME"/>
Value:	<input type="text" value="Runbook"/>

Click **OK**.

- 12** Click **OK** to close the Context Menu Item Details window. The new context menu item is displayed in the **Custom Context Menu Items** area of the Repositories Context Menu Items page.

Custom Context Menu Items	
Display Name	Actions
<input type="checkbox"/> Access Runbook	

## Stage 2: Add the Menu Item to a Context Menu

The second stage is to add the new menu item to the relevant context menus. For this scenario, the **Access Runbook** menu item created during Stage 1 is added to the **Go to Report** parent menu under the **Business Process Monitor Group Menu** (the default context menu for Business Process Monitor parent CIs), and the **Transaction Measurement Menu** (the default context menu for Business Process Monitor monitor CIs).

In order to edit a context menu, you override the context menu definition with a new custom context menu definition. The new version will replace the overridden version throughout Dashboard.

**To add the context menu item to a context menu:**

- 1 Select **Admin > Dashboard**.
- 2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.
- 3 Select the **Context Menus** tab menu option to open the context menus page.



Factory Context Menus	
Display Name ▲	
<input type="checkbox"/>	BMC Measurement Menu
<input type="checkbox"/>	BPM Group Menu with Layers View
<input type="checkbox"/>	Business Process Monitor Group Menu
<input type="checkbox"/>	Business Unit Menu
<input type="checkbox"/>	CI Neighbors
<input type="checkbox"/>	CI Properties
<input type="checkbox"/>	CIM Measurement Menu


Custom Context Menus	
Display Name	



- 4** In the **Factory Context Menus** area, select the check boxes for the required context menus, for example, **Business Process Monitor Group Menu**, and then click **Override**.

<input type="checkbox"/>	BPM Group Menu with Layers View
<input checked="" type="checkbox"/>	Business Process Monitor Group Menu
<input type="checkbox"/>	Business Unit Menu

The context menus are shown as **Overridden** (disabled) in the **Factory Context Menus** area, and the copied versions of the menus are displayed in the **Custom Context Menus** area.

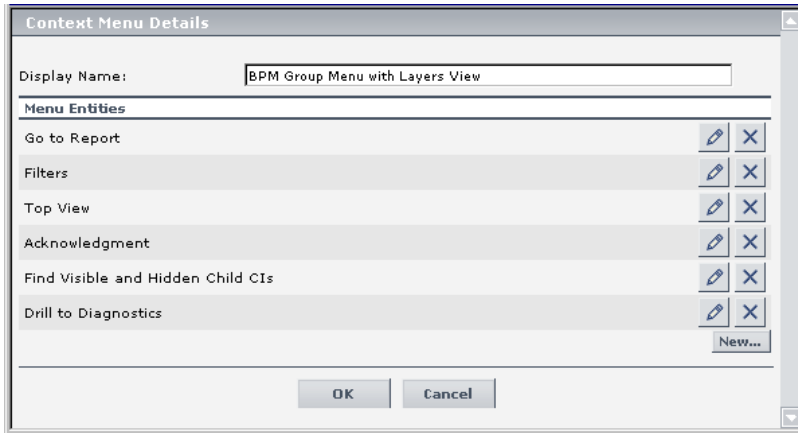
Factory Context Menus	
Display Name 	
<input type="checkbox"/>	BMC Measurement Menu
<input type="checkbox"/>	BPM Group Menu with Layers View (Overridden)
<input type="checkbox"/>	Business Process Monitor Group Menu
<input type="checkbox"/>	Business Unit Menu
<input type="checkbox"/>	CI Neighbors
<input type="checkbox"/>	CI Properties
<input type="checkbox"/>	CIM Measurement Menu

Custom Context Menus	
Display Name	
<input type="checkbox"/>	BPM Group Menu with Layers View

- 5** To edit the new version of the **Business Process Monitor Group Menu**, click the **Edit** button at the right-end of the context menu row. The Context Menu Details window for the context menu is displayed.



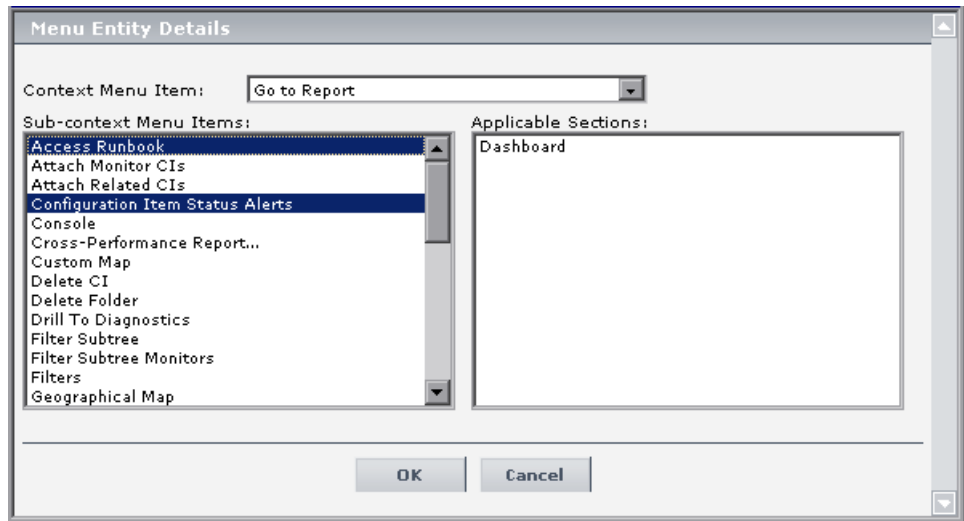
- 6 The **Menu Entities** area in the Context Menu Details window lists the options that are displayed at the first level of the context menu when it is opened in Dashboard. Click the **Edit** button for the **Go to Report** option.



The Menu Entity Details window for the context menu item **Go to Report** is displayed.

- 7 In the Menu Entity Details window, add the new menu item created during Stage 1 to the **Sub-context Menu Items** list. This list defines all menu options that appear in the submenu under the **Go to Report** menu option. The defined menu options are shown selected (highlighted) in the list.

To add **Access Runbook** to the list, select it while holding down the **Ctrl** key on the keyboard (if you do not use the **Ctrl** key when selecting an option, all other options are deselected).

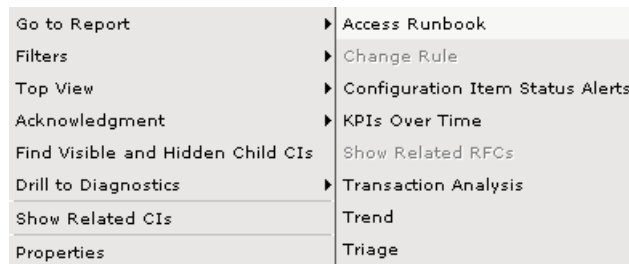


Click **OK** to close the Menu Entity Details window.

- 8 Repeat steps 5 through 7 for the new version of the **Transaction Measurement Menu**.
- 9 Click **OK** to close the Context Menu Details window.

### Result in Dashboard



In Dashboard, the **Access Runbook** link appears in the menu options for Business Process Monitor CIs.



## Creating a Context Menu Item Using Cloning

You can create a customized context menu item by cloning an existing context menu item and modifying it. The existing context menu item can be a factory or customized context menu item. The original one is still available


**To create context menu item using cloning:**

- 1 Select **Admin > Dashboard**.
- 2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears. 
- 3 Click the **Context Menu Items** tab menu option to open the context menu items page.
- 4 In the **Factory Context Menu Items** area or in the **Custom Context Menu Items** area, select the context menu item you want to clone.
- 5 Click the **Clone** button. The cloned context menu item appears in the **Custom Context Menu Items** area.
- 6 Click the **Edit Context Menu Item** button to open the **Context Menu Item Details** window. For more details go to “Specifying the Context Menu Items Details” on page 304. 

## Creating a Context Menu Item

You can create a new context menu item.

**To create a new customized context menu item:**

- 1 Select **Admin > Dashboard**.
- 2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears. 
- 3 Click the **Context Menu Items** tab menu option to open the context menu items page.
- 4 Click the **New Item** button in the **Custom Context Menu Items** area to open the **Context Menu Item Details** window. For more details go to “Specifying the Context Menu Items Details” on page 304.

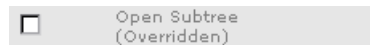
## Editing a Context Menu Item Using Override

You can override an existing factory context menu item with a new custom one. The existing context menu item that you override is marked as overridden in the Factory Context Menu Items area and a copy of the item appears in the Custom Context Menu Items area. You replace the existing context menu item with the context menu item that you have modified.

**To edit a context menu item:**

- 1** Select **Admin > Dashboard**.
- 2** Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.
- 3** Click the **Context Menu Items** tab menu option to open the context menu items page.
- 4** Click **Context Menu Items** in the **Repositories** left-hand menu to open the **Context Menu Items** page.
- 5** Click the **Override** button.

(Overridden) appears under the overridden context menu item in the **Factory Context Menu Items** area as follows:



The overridden context menu item appears in the **Custom Context Menu Items** area.



- 6** Click the **Edit Context Menu Item** button to open the **Context Menu Item Details** window. For more details go to “Specifying the Context Menu Items Details” on page 304.

## Specifying the Context Menu Items Details

In the Items Details window, you can either modify the information or enter new information. You can also modify existing information or enter new information about the pre- or post-processor parameters.

You can either modify the information or enter new information.

**To specify the context menu item details:**

- 1** Access the **Context Menu Item Details** window.
- 2** In the **Display Name** box, enter or modify displayed the name of the menu option.
- 3** Enter the name of the pre-processor class to be used to perform the corresponding action **before** accessing the database, when this menu option is selected from the item menu options, in the **Pre-Processor Class** box.
- 4** Enter the name of the post-processor class to be used to perform the corresponding action **after** accessing the database, when this menu option is selected from the item menu options, in the **Post-Processor Class** box.
- 5** The **Pre-Processor Parameters** area lists the list of parameters for the pre-processor class. Those parameters specify what the menu option does when you select it.
  - to enter new parameters to the pre-processor parameters click the **New** button
  - to edit existing pre-processor parameters click the **Edit** button

For more details, see “Specifying the Processor Parameter Details” on page 305.

---

**Note:** It is not recommended to:

- add new parameters to the pre-processor class
  - make changes to a pre-processor class as it might change its behavior. Classes are built for specific context menus.
-

- 6** The **Post-Processor Parameters** area lists the list of parameters for the post-processor class. Those parameters specify what the menu option does when you select it.
- to add new parameters to the post-processor parameters click the **New** button
  - to edit existing post-processor parameters click the **Edit** button

For more details, go to “Specifying the Processor Parameter Details” on page 305.

---

**Note:** It is not recommended to:

- add new parameters to the pre-processor class
  - make changes to a pre-processor class might change its behavior. Classes are built for specific context menus.
- 

- 7** Click **OK** to save the information and return to the previous page.

## Specifying the Processor Parameter Details

In the **Pre-** or **Post-Processor Parameter Details** window, you can either modify existing information or enter new information about the pre-processor parameter or the post-processor parameter.

**To specify the pre-processor parameters details:**

- 1** In the **Pre-Processor Parameters Details** window, enter or modify the following information:
- **Key.** The parameter’s key. The **GenericURLPreprocess** parameter has certain predefined keys: **URL\_SUFFIX** and **URL** (or a composition of **PROTOCOL**, **HOST**, and **PORT**).
  - **Value.** The parameter’s value. In case of a URL key, it can be a certain URL (for example: `http://www.mercury.co.il`) The value can also be retrieved from the CI using an Escaping sequence form; for example: `NODE-ID` to get the CI Id.

- **Convert To.** This key is used if the key is a parameter in the URL. In this case, the URL is added with the converted key and the value.
- 2 Click **OK** to save the information and return to the previous page.

**To specify the post-processor parameters details:**

- 1 In the **Post-Processor Parameters Details** window, enter or modify the following information:
  - **Key.** The parameter's key.
  - **Value.** The parameter's value. The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.
- 2 Click **OK** to save the information and return to the previous page.

## Context Menu Items Detailed Description

This section provides details about each context menu item, its pre- and post-processor classes and the classes parameters.

This section includes the following topics:

- “Acknowledgement” on page 309
- “Acknowledgement Details” on page 309
- “Add KPI” on page 310
- “Application Mapping” on page 310
- “Attach Monitor CIs” on page 311
- “Attach Related CIs” on page 312
- “Change Report” on page 313
- “Complete Alert” on page 314
- “Component Topology” on page 315
- “Configuration Item Status Alerts” on page 316
- “Console” on page 317
- “Cross-Performance Report” on page 317



- “Custom Map” on page 319
- “Deep Transaction Tracing Reports” on page 319
- “Delete CI” on page 320
- “Delete Folder” on page 321
- “Disable” on page 322
- “Drill to Diagnostics” on page 322
- “Edit View” on page 322
- “Enable” on page 323
- “End User Summary Report” on page 324
- “Event Count Over Time Report” on page 325
- “Event Count Over Time Report (Application Error Monitor)” on page 326
- “Event Count Over Time Report (HTTP Error Monitor)” on page 327
- “Event Count Over Time Report (Information Event Monitor)” on page 328
- “Event Summary Report” on page 329
- “Event Summary Report (Errors Monitor)” on page 330
- “Event Summary Report (Event Monitor)” on page 331
- “Filter Subtree” on page 332
- “Filter Subtree Monitors” on page 333
- “Filters” on page 334
- “Geographical Map” on page 335
- “Go To Report” on page 336
- “KPI Data Over Time” on page 336
- “KPIs Over Time Report” on page 337
- “Layers View” on page 337
- “Locate CI in SLA” on page 338
- “Locate CI in SLA” on page 338
- “Locate CI in View” on page 338

- “New CI” on page 339
- “New Folder” on page 340
- “New Related CI” on page 341
- “Page Summary Report” on page 342
- “Problem Isolation” on page 343
- “Properties” on page 345
- “Raw Data Over Time Report” on page 346
- “Rename Folder” on page 347
- “SAP Transaction Changes Report” on page 348
- “SAP Transport Changes Report” on page 349
- “Server Summary Report” on page 351
- “Service Level Report” on page 352
- “Session Analyzer Report” on page 353
- “Set/Unset Acknowledgement” on page 354
- “Show Complete Subtree” on page 355
- “Show Content” on page 356
- “Show Impact” on page 357
- “Show in Top View” on page 358
- “Show Path to Root” on page 359
- “Show Problematic Subtree” on page 360
- “Show Related CIs” on page 362
- “Show Related RFCs” on page 362
- “Show Subtree Monitors” on page 364
- “SiteScope” on page 366
- “Top View” on page 368
- “Topology Map” on page 369
- “Tracking Report” on page 369

- “Transaction Analysis” on page 370
- “Transaction Layers View” on page 372
- “Transactions View” on page 373
- “Transaction Summary Report” on page 373
- “Trend Report” on page 374
- “Triage Report” on page 376

### **Acknowledgement**

Opens the Set/Unset Acknowledgment window relevant to the CI, in Dashboard. For details, see “Setting or Unsetting Acknowledgments” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Acknowledgement Details**

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see “Viewing Acknowledgment Details” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**ack.cmdbObjectID** Where to take the CMDB object ID.

**ack.ackID**. Where to take the acknowledgment ID.

**URL**. The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Add KPI**

Opens the New KPI page in Dashboard Administration. For details, see “Attaching New KPIs to CIs” in *Application Administration*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Application Mapping**

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see “Using the SAP Solution” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

**Attach Monitor CIs**

Opens the Select Related CI wizard relevant to the CI, in IT Universe Manager. For details, see “Working with CIs in IT Universe Manager” in *IT Universe Manager Administration*.

**Pre-Processor Class**

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the Mercury Business Availability Center machine.

**Post-Processor Class**

The context menu item post-processor class is **ITU internal (open modal window)**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**PARAM2.** This parameter is for internal use only. This parameter must not be modified.

**PARAM0.** This parameter is for internal use only. This parameter must not be modified.

**HEIGHT.** The opened window height, in pixels

**PARAM1.** This parameter is for internal use only. This parameter must not be modified.

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Attach Related CIs**

Opens the Select Related CI wizard relevant to the CI, in IT Universe Manager. For details, see “Working with CIs in IT Universe Manager” in *IT Universe Manager Administration*.

### **Pre-Processor Class**

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the Mercury Business Availability Center machine.

### **Post-Processor Class**

The context menu item post-processor class is **ITU internal (open modal window)**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

**PARAM2.** This parameter is for internal use only. This parameter must not be modified.

**PARAM0.** This parameter is for internal use only. This parameter must not be modified.

**HEIGHT.** The opened window height, in pixels

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**PARAM1.** This parameter is for internal use only. This parameter must not be modified.

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Change Report**

Opens the Change report in Dashboard. For details, see “Change Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class but uses the following parameters:

**PASSWORD.** Internal. This parameter must not be modified.

**USER.** Internal. This Parameter must not be modified.

**CMDB\_NODE\_ID.** internal. This parameter must not be modified.

**PROTOCOL.** The type of protocol to be used

**PORT.** The target port

**URL\_SUFFIX.** The suffix to add at the end of the URL

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to 1, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **CI Impact Report**

Opens the Change report in Dashboard. For details, see “Change Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Complete Alert**

Activates a URL call to the relevant SAP system and completes the selected SAP alert.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**ALERTTIME.** The time of the selected SAP alert.

**ALSYSID.** The SAP system which the alert came from.

**MSG.** The name of the SAP alert.



**szTargetHostName.** The name of the SiteScope host that sent the sample.

**MSEGMNAME.** Contains the type of the monitor and connection parameters (for example: SAP\_CCMS\_calderone\_MI6\_00).

**ALINDEX.** The internal handle for the SAP alert.

**szTargetHostIP.** The IP of the SiteScope that sent the sample.

**ALERTDATE.** The date when the selected SAP alert occurred.

**ALUNIQUUM.** The Id number of the SAP alert, as appears on the SAP system.

**SapConnId.** Uses the following syntax: <host name>:<user name> to connect to a specific SiteScope monitor to retrieve the SAP alert. host name is the name of the host that contains the R3 server where the SAP alert originated. user name is the name of the user used to access the server to which the SiteScope monitor is connected.

## Component Topology

Displays the Component Topology report. For details, see “Component Topology Report” in *Using Dashboard*.

### Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**LoginBtn.** Internal. This parameter must not be modified.

**Password.** The password used to login to the Deep Transaction Tracking application.

**LoginName.** The name of the user used to login the Deep Transaction Tracking application.

**loginURL.** The URL of the Deep Transaction Tracking application.

**URL.** The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Configuration Item Status Alerts**

Opens the Configuration Item Status Alert report relevant to the CI. For details, see “Configuration Item Status Alerts Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

**Console**

Opens the Console tab in the Dashboard Application.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item post-processor class is **Switch Dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

**Cross-Performance Report**

Opens the SiteScope Cross-Performance report relevant to the CI. For details, see Cross-Performance Report in *Using System Availability Management*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class but uses the following parameters:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**actionProcessorClass**. The process to run to gather the parameters. This parameter must not be modified.

**application\_id**. The ID of the application to be used when opening Diagnostics.

**stepValue**. The time period used to calculate reports (every 5 minutes).

**TARGET\_HOST**. Where the properties of the target host are located.

**PROFILE\_ID**. The SiteScope profile to be used when opening SiteScope.

**MONITOR\_TYPE**. The type of monitor.

**PROFILE\_NAME.** The name of the profile.

**timeFrame.** The time frame during which the report runs.

**URL.** The URL of the new window.

**NODE\_ID.** Converts to **nodeId**.

**menu\_item\_id.** The ID of the menu item.

**actionForward.** The name of the menu to go to. Do not modify!

**stepUnit.** The unit of **stepValue**.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

**Custom Map**

Opens the Custom Map tab in Dashboard.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item post-processor class is **Switch Dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

**Customer**

Internal.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

**Deep Transaction Tracing Reports**

Opens a window in the Bristol’s TransactionVision application to display reports that provide you with breakdown information for the transaction at component level. For details, see “Deep Transaction Tracing Reports” in *Using Dashboard*.

This context menu item is available only if Bristol’s TransactionVision has been installed.

### **Pre-Processor Class**

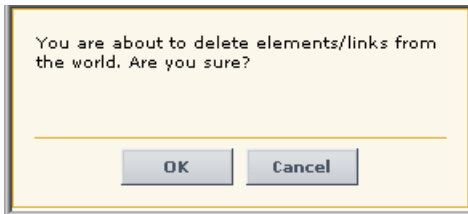
The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Delete CI**

Opens the following dialog box to confirm that you want to delete the relevant CI in IT Universe Manager. For details, see “Working with CIs in IT Universe Manager” in *IT Universe Manager Administration*.



### **Pre-Processor Class**

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **ITU internal (open modal window)**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Delete Folder**

Opens the Delete Folder dialog box to enable you to delete the folder.

### **Pre-Processor Class**

The context menu item pre-processor class is **View manager (new folder) processor**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **General view-manager context menu**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

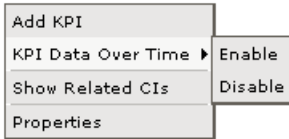
**HEIGHT.** The opened window height, in pixels

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

## Disable

Disables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see “Saving KPI Data over Time for a CI” in *Application Administration*.



## Pre-Processor Class

The context menu item does not use a pre-processor class.

## Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameter:

**POSTPROCESS\_OPERATION**. Indicates whether the post-process operation is to be run (**true**) or not (**false**).

## Drill to Diagnostics

Drills down in the Diagnostics application. For details, refer to the Mercury Diagnostics documentation.

## Pre-Processor Class

The context menu item does not use a pre-processor class.

## Post-Processor Class

The context menu item does not use a post-processor class.

## Edit View

Enables you to edit the selected view. For details, see “Editing with the Instance View Editor” in *IT Universe Manager Administration*.



**Pre-Processor Class**

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

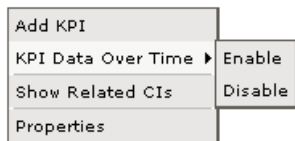
**Post-Processor Class**

The context menu item does not use a post-processor class but uses the following parameter:

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**Enable**

Enables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see “Saving KPI Data over Time for a CI” in *Application Administration*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class, but uses the following parameter:

**POSTPROCESS\_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

## End User Summary Report

Moves to the End User Summary Report in End User Management. The End User Summary report displays data for specific end-users that were configured for the Real User Monitor in Monitor Administration. For details, see “End User Summary Report” in *Using End User Management*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**monitorName**. Internal. This parameter must not be modified.

**application\_id**. The ID of the application to be used when opening Diagnostics.

**\_\_UIF\_FORM**. Internal. This parameter must not be modified.

**\_\_UIF\_APPLICATION**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**isContainer**. Internal. This parameter must not be modified.

**reportType**. Defines which of the results to take from the PNR KPI that relays in the SLM tab.

## Event Count Over Time Report

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see “Event Count Over Time Report” in *Using End User Management*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

### **Event Count Over Time Report (Application Error Monitor)**

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see “Event Count Over Time Report” in *Using End User Management*.

#### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

#### **Post-Processor Class**

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.selectedApplicationErrors**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

## Event Count Over Time Report (HTTP Error Monitor)

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see “Event Count Over Time Report” in *Using End User Management*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.httpErrors**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

### **Event Count Over Time Report (Information Event Monitor)**

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see “Event Count Over Time Report” in *Using End User Management*.

#### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

#### **Post-Processor Class**

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.selectedEvents**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

## Event Summary Report

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see “Event Summary Report” in *Using End User Management*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**filter.performance**. Internal. This parameter must not be modified.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.events**. Internal. This parameter must not be modified.

**filter.httpErrors**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**monitorName**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**filter.applicationErrors**. Internal. This parameter must not be modified.

## **Event Summary Report (Errors Monitor)**

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see “Event Summary Report” in *Using End User Management*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**filter.performance**. Internal. This parameter must not be modified.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.events**. Internal. This parameter must not be modified.

**filter.httpErrors**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

**filter.applicationErrors**. Internal. This parameter must not be modified.



## Event Summary Report (Event Monitor)

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see “Event Summary Report” in *Using End User Management*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item uses the **Goto RUM report class**.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**application\_id**. The ID of the application to be used when opening Diagnostics.

**filter.performance**. Internal. This parameter must not be modified.

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.events**. Internal. This parameter must not be modified.

**filter.httpErrors**. Internal. This parameter must not be modified.

**filter.selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**time\_view**. Internal. This parameter must not be modified.

**reportID**. The ID number of the report.

**filter.applicationErrors**. Internal. This parameter must not be modified.

### **Filter Subtree**

Filters the subtree of the selected element according to the previously defined filter. For details about the Filters tab, see “Dashboard Filters” in *Using Dashboard*.

By default, appears under the Events shortcut menu.

### **Pre-Processor Class**

The context menu item pre-processor class is **Prepare parameters (dashboard)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**NODE\_ID**. Converts to **nodeId**.

**strutsAction**. Dynamic parameter used by the class.

**viewType**. Dynamic parameter used by the class.

### **Post-Processor Class**

The context menu item post-processor class is **Switch dashboard tabs with parameters**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

## Filter Subtree Monitors

Displays only the CIs that have the monitor type – like the Show Monitors Only filter. For details about the Filters tab, see “Dashboard Filters” in *Using Dashboard*.

### Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**NODE\_ID**. Converts to **nodeld**.

**strutsAction**. Dynamic parameter used by the class.

**nodeType**. This parameter must not be modified.

**viewType**. Dynamic parameter used by the class.

### Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

## Filters

Opens the Filters tab in Dashboard or is used as a parent menu for other filter context menu items; for example, Filter Subtree Monitors. For details about the Filters tab, see “Dashboard Filters” in *Using Dashboard*.

## Pre-Processor Class

The context menu item does not use a pre-processor class.

## Post-Processor Class

Depending on the Filters you select the context menu item may not have a class or may use the post-processor class **Switch Dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

## Find Visible and Hidden Child CIs

Returns all the visible and hidden child CIs of the selected CI that appear in the CMDB. For details, see “Find Visible and Hidden Child CIs Option” in *Using Dashboard*.

## Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**parentCmdb\_Id**. Internal.

**URL**. The URL of the new window.

**NODE\_ID**. Converts to **nodeId**.

**Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

**Geographical Map**

Opens the Geographical Map tab in Dashboard. For details about the Geographical Map tab, see “Dashboard Geographical Map” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item post-processor class is **Switch dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID.** the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

### **Go To Report**

Parent menu for redirections to other applications.

### **Pre-Processor Class**

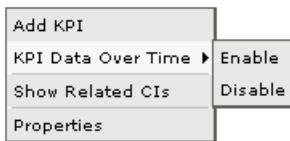
The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **KPI Data Over Time**

The main menu option that lists the Enable/Disable options for a KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see “Saving KPI Data over Time for a CI” in *Application Administration*.



### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

## KPIs Over Time Report

Opens the KPI over Time report relevant to the CI. For details, see “KPIs Over Time Reports” in *Using Dashboard*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item post-processor class is **Goto KPI Over Time report**. For a description of the class, see “Post-Processor Classes” on page 378.

This class does not have parameters.

## Layers View

Displays the Layers view that displays the performance metrics for the Diagnostics layers where processing has taken place in your application. The Layers view presents a breakdown of the processing across the layers using a stacked area graph. This option is displayed only if you have installed Diagnostics. For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item does not use a post-processor class.

The parameters are:

**application\_id**. The ID of the application to be used when opening Diagnostics.

**drill\_to**. Internal. This parameter must not be modified.

**drill\_from**. The ID of the application you are drilling from.

**probe\_name**. The name of the probe to be used when opening Diagnostics.

**server\_name**. The name of the server to be used when opening Diagnostics.

**probe\_group\_name**. The name of the probe group.

### **Locate CI in SLA**

Displays the Search pane where you can specify the CI you want to locate in SLA. For details about the search feature, see “Searching for Configuration Items” in *Working with the CMDB*.

#### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

#### **Post-Processor Class**

The context menu item post-processor class is **Locate search result elements in the view traverse**. For a description of the class, see “Post-Processor Classes” on page 378.

This class does not have parameters.

### **Locate CI in View**

Displays the Search pane where you can specify the CI you want to locate. For details about the search feature, see “Searching for Configuration Items” in *Working with the CMDB*.

#### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

#### **Post-Processor Class**

The context menu item post-processor class is **Locate search result elements in the view traverse**. For a description of the class, see “Post-Processor Classes” on page 378.

This class does not have parameters.



**New CI**

Opens the New CI page in the IT Universe Manager tab. For details about the tab, see “Working with CIs in IT Universe Manager” in *IT Universe Manager Administration*.

**Pre-Processor Class**

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

**Post-Processor Class**

The context menu item post-processor class is **ITU internal (open modal window)**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**PARAM2.** This parameter is for internal use only. This parameter must not be modified.

**PARAM4.** This parameter is for internal use only. This parameter must not be modified.

**HEIGHT.** The opened window height, in pixels

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**PARAM1.** This parameter is for internal use only. This parameter must not be modified.

**WIDTH.** The opened window width, in pixels

**PARAM3.** This parameter is for internal use only. This parameter must not be modified.

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **New Folder**

Opens the Create Folder dialog box to enable you to create a new folder. For details, see “Creating a New Folder” in *View Manager Administration*.

### **Pre-Processor Class**

The context menu item pre-processor class is **View manager (new folder) processor**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **General view-manager context menu**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to 1, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

## New Related CI

Opens the New CI wizard relevant to the CI in IT Universe Manager. For details, see “Working with Relationships” in *IT Universe Manager Administration*.

## Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

## Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**PARAM2.** This parameter is for internal use only. This parameter must not be modified.

**PARAM0.** This parameter is for internal use only. This parameter must not be modified.

**PARAM4.** This parameter is for internal use only. This parameter must not be modified.

**HEIGHT.** The opened window height, in pixels

**PERMISSION\_TYPE.** Internal. This parameter must not be modified.

**PARAM1.** This parameter is for internal use only. This parameter must not be modified.

**WIDTH.** The opened window width, in pixels

**PARAM3.** This parameter is for internal use only. This parameter must not be modified.

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Page Layers View**

Moves to the Page Layers View report in the Mercury Diagnostics application. For details, refer to the Mercury Diagnostics documentation.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class, but uses the following parameters:

**actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

**application\_id.** The ID of the application to be used when opening Diagnostics.

**drill\_to.** Internal. This parameter must not be modified.

**action.app\_url.**

**drill\_from.** The ID of the application you are drilling from.

**type.** Defines the type

**app\_context.**

**actionForward.** The name of the menu to go to. Do not modify!

### **Page Summary Report**

Moves to the Page Summary report in End User Management. The Page Summary report displays data for specific Web pages that were configured for the Real User Monitor in Monitor Administration. For details, see “Page Summary Report” in *Using End User Management*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item uses the **Goto RUM reports** class. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are as follows:

**menu\_item\_url.** The location where the parameters are calculated. Do not modify!

**selectedTab.** Internal. This parameter must not be modified.

**monitorName.** Internal. This parameter must not be modified.

**application\_id.** The ID of the application to be used when opening Diagnostics.

**\_\_UIF\_FORM.** Internal. This parameter must not be modified.

**\_\_UIF\_APPLICATION.** Internal. This parameter must not be modified.

**selectedApplication.** Internal. This parameter must not be modified.

**menu\_item\_id.** The ID of the menu item.

**reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

**Problem Isolation**

Displays the information about the root cause of a problem for objects that are affected by a chain of correlation rules in a logical map that describes a chain of trigger elements that affect the object. For details, see “Isolating a Problem for SAP CIs” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**USER.** The user used by Mercury Application Mapping server administrator.

**CMDB\_NODE\_ID.** The node ID of the object. This parameter must not be modified.

**PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

**PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

**category.** Internal. This parameter must not be modified.

**reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

**PORT.** Defines the port of the Mercury Application Mapping server.

**URL\_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

### **Post-Processor Class**

The context menu item post-processor class is **Window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

## Properties

Opens the Properties dialog box relevant to the CI. For details, see “Working with CIs in IT Universe Manager” in *IT Universe Manager Administration*.

### Pre-Processor Class

The context menu item pre-processor class is **Show properties in VT**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL.** The URL of the new window.

### Pre-Processor Class

The context menu item pre-processor class is **Open the properties page from the view traverse**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Provider**

Internal.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Raw Data Over Time Report**

Opens the Raw Data Over Time report relevant to the CI. For details, see “Raw Data Over Time Reports” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**autoGenerate**. Internal parameter of the Raw Data Over Time report.

**filter.timeBarBean.view**.

**URL**. The URL of the new window.

**reportID**. The ID number of the report.

**filter.selectedVTIds**. Used to add a dynamic value to the URL.

**filter.fromDashboard**. Used to add a dynamic value to the URL.

**popup**. Internal. This parameter must not be modified.



**Post-Processor Class**

The context menu item is the **Goto Raw Data Over Time Report**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL**. If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT**. The opened window height, in pixels

**SLAVE\_WIN**. If set to **1** it checks that the window closes when the application is closed

**WIDTH**. The opened window width, in pixels

**WIN\_NAME**. Specifies the window name

**RESIZE**. If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

**Rename Folder**

Opens the Rename Folder dialog box to enable you to rename the folder.

**Pre-Processor Class**

The context menu item pre-processor class is **View manager (new folder) processor**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**URL**. The URL of the new window.

### **Post-Processor Class**

The context menu item post-processor class is **General view-manager context menu**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**WIDTH.** The opened window width, in pixels

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **SAP Transaction Changes Report**

Opens the SAP Transaction Changes report that tracks changes made to a SAP Transaction CI when a transport was modified. For details, see “SAP Transaction Changes Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**reportName.** The name of the report. Internal. This parameter must not be modified.

**PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

**USERNAME.** The user used by Mercury Application Mapping server administrator.

**PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

**PORT.** Defines the port of the Mercury Application Mapping server.

**URL\_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **SAP Transport Changes Report**

Opens the SAP Transport Changes report that track changes made to the properties of a SAP Transport CI. For details, see “SAP Transport Changes Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**reportName.** The name of the report. Internal. This parameter must not be modified.

**PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

**USERNAME.** The user used by Mercury Application Mapping server administrator.

**PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

**PORT.** Defines the port of the Mercury Application Mapping server.

**URL\_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Server Requests**

The option opens the Server Requests View in the Mercury Diagnostics application with the URL(s) that correspond to the Real User Monitor Business Process Step CIs selected.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the following parameters:

**actionProcessorClass.** Internal. This parameter must not be modified.

**application\_id.** The ID of the application to be used when opening Diagnostics.

**drill\_to.** Internal. This parameter must not be modified.

**action.** Internal. **Do not modify!**

**app\_url.**

**drill\_from.** The ID of the application you are drilling from.

**type.** Defines the type

**app\_context.**

**actionForward.** The name of the menu to go to. Do not modify!

### **Server Summary Report**

Moves to the Server Summary report in End User Management. The Server Summary report displays data for the servers that are monitored by the Real User Monitor probe. For details, see “Server Summary Report” in *Using End User Management*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the following parameters:

**menu\_item\_url.** The location where the parameters are calculated. Do not modify!

**application\_id.** The ID of the application to be used when opening Diagnostics.

**\_\_UIFORM.** Internal. This parameter must not be modified.

**itemsWildcard.** Internal. This parameter must not be modified.

**\_\_UIAPPLICATION.** Internal. This parameter must not be modified.

**menu\_item\_id.** The ID of the menu item.

**reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

### **Service Level Report**

Displays the Service Level report. For details, see “Service Level Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**LoginBtn.** Internal. This parameter must not be modified.

**Password.** The password used to login to the Deep Transaction Tracking application.

**LoginName.** The name of the user used to login the Deep Transaction Tracking application.

**loginURL.** The URL of the Deep Transaction Tracking application.

**URL.** The URL of the Mercury Business Availability Center machine.

**isFullScreen.** Opens a popup window with the path to root. Do not modify!

**selectedTxnClasses.** Internal.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Pre-Processor Classes” on page 378:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Session Analyzer Report**

Moves to the Session Analyzer report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the "Past Hour" time period. The Session Analyzer report displays session data for specific applications that were configured for the Real User Monitor in Monitor Administration. For details, see "Session Analyzer Report" in *Using End User Management*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the **Goto RUM reports** class. For details, see "Post-Processor Classes" on page 378

The parameters are:

**menu\_item\_url.** The location where the parameters are calculated. Do not modify!

**application\_id.** The ID of the application to be used when opening Diagnostics.

**autoGenerate.** Internal parameter of the Raw Data Over Time report.

**filter.selectedApplication.** Internal. This parameter must not be modified.

**menu\_item\_id.** The ID of the menu item.

**time\_view.** Internal. This parameter must not be modified.

**reportID.** The ID number of the report.

## Set/Unset Acknowledgement

Moves to the Top View tab with the Set/Unset Acknowledgment option selected for the CI in the Dashboard application. For details, see “Setting or Unsetting Acknowledgments” in *Using Dashboard*.

## Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**ack.cmdbObjectID** Where to take the CMDB object ID.

**ack.ackID**. Where to take the acknowledgment ID.

**ack.closeDialog**. Internal. This parameter must not be modified.

**URL**. The URL of the new window.

## Post-Processor Class

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL**. If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT**. The opened window height, in pixels

**SLAVE\_WIN**. If set to **1** it checks that the window closes when the application is closed

**WIDTH**. The opened window width, in pixels

**WIN\_NAME**. Specifies the window name

**RESIZE**. If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.



## Show Complete Subtree

Moves to the Events tab and displays all CIs (subgroups and monitor CIs) that fall in the branches under this CI.

By default, appears under the Events shortcut menu.

## Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**NODE\_ID**. Converts to **nodeld**.

**strutsAction**. Dynamic parameter used by the class.

**selectFilterID**. Dynamic parameter used by the class.

**viewType**. Dynamic parameter used by the class.

## Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

## Show Content

Display a details file that includes details about the specific configuration file, software component, or support package of the SAP system discovered by the automatic discovery process. For details, see “Show Content” in *Using Dashboard*.

## Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters are:

**CMDB\_NODE\_ID.** The node Id of the object. Internal. This parameter must not be modified.

**PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

**USERNAME.** The user used by Mercury Application Mapping server administrator.

**PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

**className.** Internal. This parameter must not be modified.

**PORT.** Defines the port of the Mercury Application Mapping server.

**URL\_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

## Post-Processor Class

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Show Impact**

Display the impact of a root cause object by displaying all the objects that are affected by it in a separate window. For details, see “Showing Impact for SAP CIs” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**CMDB\_NODE\_ID.** The node Id of the object. Internal. This parameter must not be modified.

**USER.** The user used by Mercury Application Mapping server administrator.

**PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

**PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

**category.** Specifies the report. This parameter must not be modified.

**reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

**PORT.** Defines the port of the Mercury Application Mapping server.

**URL\_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL**. If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT**. The opened window height, in pixels

**SLAVE\_WIN**. If set to **1** it checks that the window closes when the application is closed

**WIDTH**. The opened window width, in pixels

**WIN\_NAME**. Specifies the window name

**RESIZE**. If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Show in Top View**

Parent menu. Opens Dashboard Top View tab with the view’s tree centered on the selected CI. For more details, see “Menu Options for CIs” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item pre-processor class is **Prepare parameters (dashboard)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**NODE\_ID**. Converts to **nodeId**.

**Post-Processor Class**

The context menu item post-processor class is **Switch Dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID.** the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

**Show Path to Root**

Moves to the Top View tab with the Show Path to Root option selected for the CI in the Dashboard application. For details, see “Show Path to Root Option” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**targetNodeIds.** The ID of the target node.

**URL.** The URL of the new window.

**isFullScreen.** Opens a popup window with the path to root. Do not modify!

**filterId.** The ID of the filter. Internal. This parameter must not be modified.

**Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Show Problematic Subtree**

Moves to the Top View tab with the Expand to Problem option selected for the CI in the Dashboard application. For details, see “Show Problematic Subtree Option” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**targetNodeIds.** The ID of the target node.

**URL.** The URL of the new window.

**isFullScreen.** Opens a popup window with the path to root. Do not modify!

**filterId.** The ID of the filter. Internal. This parameter must not be modified.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Show Processes**

Opens the Siebel Task Diagnostics Tool. For details, see “Using the Siebel Tasks Diagnostic Tool” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item post-processor class is **Dashboard Generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**CMDB\_NODE\_ID.** internal. This parameter must not be modified.

**URL.** The URL of the new window.

**COMMAND.** Internal.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

### **Show Related CIs**

Opens the Related CIs dialog box, in IT Universe Manager.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the **Show all the element neighbors** post-processor class. For details, see “Post-Processor Classes” on page 378.

### **Show Related RFCs**

Opens the Related Change Requests Report, which enables you to view the impact of planned IT changes which have been submitted to the service desk.

For details, see “Related Change Requests Report” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

### **Show Running Tasks**

Opens the Task Diagnostics Tool view.

For details, see “Using the Siebel Tasks Diagnostic Tool” in *Using Dashboard*.



**Pre-Processor Class**

The context menu item post-processor class is **Dashboard Generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**CMDB\_NODE\_ID**. internal. This parameter must not be modified.

**URL**. The URL of the new window.

**COMMAND**. Internal.

**Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL**. If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT**. The opened window height, in pixels

**SLAVE\_WIN**. If set to **1** it checks that the window closes when the application is closed

**WIDTH**. The opened window width, in pixels

**WIN\_NAME**. Specifies the window name

**RESIZE**. If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Show Subtree Monitors**

Opens the Events tab and displays only the CIs with the monitor type, their children CIs and the KPIs attached to those CIs, filtered using the Show Monitors Only filter. For details, see “Menu Options in the Filters Tab” in *Using Dashboard*.

### **Pre-Processor Class**

The context menu item pre-processor class is **Prepare parameters (dashboard)**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**NODE\_ID**. Converts to **nodeId**.

**strutsAction**. Dynamic parameter used by the class.

**selectFilterID**. Dynamic parameter used by the class.

**viewType**. Dynamic parameter used by the class.

### **Post-Processor Class**

The context menu item post-processor class is **Switch dashboard tabs with parameters**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

**Show Tasks in Error**

Opens the Siebel Task Diagnostics Tool view.

For details, see “Using the Siebel Tasks Diagnostic Tool” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item post-processor class is **Dashboard Generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**CMDB\_NODE\_ID**. internal. This parameter must not be modified.

**URL**. The URL of the new window.

**COMMAND**. Internal.

**Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL**. If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT**. The opened window height, in pixels

**SLAVE\_WIN**. If set to **1** it checks that the window closes when the application is closed

**WIDTH**. The opened window width, in pixels

**WIN\_NAME**. Specifies the window name

**RESIZE**. If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

## SiteScope

Displays the relevant SiteScope Web page for this CI in a new SiteScope browser window, enabling you to view more detailed SiteScope parameters and measurements. Refer to the SiteScope documentation for directions on using SiteScope.

By default, appears under the **Goto Report** shortcut menu.

---

**Note:** By default, Dashboard accesses the SiteScope machine using the machine host name. If you want access via IP, edit the **SiteScope** context menu item, by changing the value for the pre-processor parameter **HOST\_BY** from NAME to IP.

---

### Pre-Processor Class

The context menu item pre-processor class is **Goto SiteScope**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**ROOT\_PATH.** The root path to SiteScope.

**PROFILE\_ID.** The SiteScope profile to be used when opening SiteScope.

**POST\_FIX.** The post fix expression to be added to the all URLs.

**GROUP\_NODE\_NAME.** The CIs group in SiteScope.

**HOST\_BY.** SiteScope host.

**ROOT\_POSTFIX.** SiteScope root.html document.

**PATH.** The path that includes all the SiteScope groups.

**Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

**SLAs Summary Report**

Internal.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

**Summary View**

Opens the Diagnostics Probe Group Summary View for the probe or the probe group in the Mercury Diagnostics application.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

The parameters are:

**application\_id.** The ID of the application to be used when opening Diagnostics.

**drill\_to.** Internal. This parameter must not be modified.

**drill\_from.** The ID of the application you are drilling from.

**probe\_name.** The name of the probe to be used when opening Diagnostics.

**server\_name.** The name of the server to be used when opening Diagnostics.

**probe\_group\_name.** The name of the probe group to be used when opening Diagnostics.

**Top View**

Moves to the Top View tab for the CI in the Dashboard application. For details, see “Dashboard Top View” in *Using Dashboard*.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

## Topology Map

Opens the Topology Map tab in Dashboard. For details, see “Working in Topology Map Mode” in *IT Universe Manager Administration*.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**TAB\_ID**. the ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

## Tracking Report

Opens the Deep Transaction Tracing reports. For details, see “Working With Deep Transaction Tracing” in *Using Dashboard*.

To open Deep Transaction Tracing reports properly, users with the appropriate permissions must manually configure the **Service Level Report** and **Tracking Report** context menu items. For details, see “Administering Deep Transaction Tracing” in *Application Administration*.

### Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. For a description of the class, see “Pre-Processor Classes” on page 378.

The parameters are:

**LoginBtn**. Internal. This parameter must not be modified.

**Password**. The password used to login to the Deep Transaction Tracking application.

**LoginName.** The name of the user used to login the Deep Transaction Tracking application.

**loginURL.** The URL of the Deep Transaction Tracking application.

**URL.** The URL of the new window.

**isFullScreen.** Opens a popup window with the path to root. Do not modify!

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Transaction Analysis**

Moves to the Transaction Analysis report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the "Past Hour" time period. The Transaction Analysis report provides an in-depth picture of the performance of transactions. For details, see “Transaction Analysis Report” in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.



**Pre-Processor Class**

The context menu item does not use a pre-processor class.

**Post-Processor Class**

The context menu item does not use a post-processor class.

The post-processor parameters are:

**menu\_item\_url.** The location where the parameters are calculated. Do not modify!

**application\_id.** The ID of the application to be used when opening Diagnostics.

**stepValue.** The time period used to calculate reports (every 5 minutes).

**timeFrame.** The time frame during which the report runs.

**REQUEST\_TYPE.** Internal. This parameter must not be modified.

**menu\_item\_id.** The ID of the menu item.

**MEASUREMENT\_1\_ID\_PREFIX.** Internal. Used to control if the report is filtered by location or by transaction for Business Process Monitor CIs.

**actionForward.** The name of the menu to go to. Do not modify!

**stepUnit.** The unit of **stepValue**.

**actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

**MEASUREMENT\_0\_ID\_PREFIX.** Internal. Internal. Used to control if the report is filtered by location or by transaction for SiteScope CIs

**clearFilters.**

**PROFILE\_ID.** The SiteScope profile to be used when opening SiteScope.

**autoUpdatePastTime.** Internal. This parameter must not be modified.

**MAX\_MEASUREMENT\_NUM.** Maximum limit of measurements to filter in both SiteScope and Business Process Monitor.

**DIMENSION\_ID\_PREFIX.** Internal. Controls if the report is filtered by location or by transaction (see MEASUREMENT\_1\_ID\_PREFIX).

**REPORT\_NAME.** Specifies to which report to drill down from End User Management (not just from Transaction Analysis). This is the internal name of the EUM reports. It is supported only for legacy reports – for details, see “Customizing Reports” in *Platform Administration*.

### **Transaction Layers View**

Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item does not use a post-processor class.

The parameters are:

**actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

**application\_id.** The ID of the application to be used when opening Diagnostics.

**drill\_to.** Internal. This parameter must not be modified.

**action.** Internal. **Do not modify!**

**app\_url.**

**drill\_from.** The ID of the application you are drilling from.

**type.** Defines the type

**app\_context.**

**actionForward.** The name of the menu to go to. Do not modify!

## Transactions View

Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

### Pre-Processor Class

The context menu item does not use a pre-processor class.

### Post-Processor Class

The context menu item does not use a post-processor class.

The parameters are:

**application\_id.** The ID of the application to be used when opening Diagnostics.

**drill\_to.** Internal. This parameter must not be modified.

**action.** Internal. **Do not modify!**

**app\_url.**

**drill\_from.** The ID of the application you are drilling from.

**type.** Defines the type

**app\_context.**

**actionForward.** The name of the menu to go to. Do not modify!

## Transaction Summary Report

Moves to the Transaction Summary Reports area for that CI in the End User Management User Reports application. The Transaction Summary report displays data for specific transactions that were configured for the Real User Monitor in Monitor Administration. For details, see “Transaction Summary Report” in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the **Goto RUM reports** class. For details, see “Post-Processor Classes” on page 378.

The parameters are:

**menu\_item\_url**. The location where the parameters are calculated. Do not modify!

**selectedTab**. Internal. This parameter must not be modified.

**monitorName**. Internal. This parameter must not be modified.

**application\_id**. The ID of the application to be used when opening Diagnostics.

**\_\_UIF\_FORM**. Internal. This parameter must not be modified.

**\_\_UIF\_APPLICATION**. Internal. This parameter must not be modified.

**selectedApplication**. Internal. This parameter must not be modified.

**menu\_item\_id**. The ID of the menu item.

**reportType**. Defines which of the results to take from the PNR KPI that relays in the SLM tab.

### **Trend Report**

Moves to the Trend Reports area for that CI in the End User Management User Reports application. The Trend Report Wizard generates a trend report that provides a graphical representation of measurement data over a specific time period. For details, see “Overview of Trend Reports” in *Working with Applications*.

By default, appears under the **Go to Report** shortcut menu.

**Pre-Processor Class**

The context menu item does not use a pre-processor class.

The parameters are:

**actionProcessorClass.** Internal. This parameter must not be modified.

**PROFILE\_ID.** Internal. This parameter must not be modified.**URL.** The URL of the new window.

**REQUEST\_TYPE.** Internal. This parameter must not be modified.

**NODE\_ID.** Converts to **nodeId**.

**MEASUREMENT\_1\_ID\_PREFIX.** Internal. Specifies the report to drill down to not from the Availability and Response Time of Business Process Monitor but for other counters, such as Download Time or DNS Time.

**MAX\_MEASUREMENT\_NUM.** the maximum number of measurements to filter. Since this menu can be applied also to for any CI that includes measurements in its subtree, then the filtered measurements are counted first. If the maximum has not been reached then the other CIs are counted until **MAX\_MEASUREMENT\_NUM** is reached.

**actionForward.** Internal. This parameter must not be modified.

**REPORT\_NAME.** Internal. This parameter must not be modified.

**DIMENSION\_ID\_PREFIX.** Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.

**MEASUREMENT\_0\_ID\_PREFIX.** Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.

### **Post-Processor Class**

The context menu item post-processor class is **Open window**. For a description of the class, see “Post-Processor Classes” on page 378.

The parameters are:

**SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.

**HEIGHT.** The opened window height, in pixels

**SLAVE\_WIN.** If set to **1** it checks that the window closes when the application is closed

**WIDTH.** The opened window width, in pixels

**WIN\_NAME.** Specifies the window name

**RESIZE.** If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

### **Triage Report**

Moves to the Triage Reports area for that CI in the End User Management User Reports application. The Triage report displays transaction data for Business Process Monitor, Client Monitor, and Real User Monitor profiles for the past day. The data is organized by location. For details, see “Triage Report” in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

### **Pre-Processor Class**

The context menu item does not use a pre-processor class.

### **Post-Processor Class**

The context menu item uses the **Goto Triage reports** class. For details, see “Post-Processor Classes” on page 378.

The parameters are:

**menu\_item\_url.** The location where the parameters are calculated. Do not modify!

**application\_id.** The ID of the application to be used when opening Diagnostics.

**filter.selectedProfileId.** Internal. This parameter must not be modified.

**menu\_item\_id.** The ID of the menu item.

**reportID.** The ID number of the report.

## Pre- and Post-Processor Classes

Pre- and post-processor classes are build to correspond to specific menus. In addition, a pre-processor class specifies the action(s) that are performed before accessing the database and a post-processor class specifies the action(s) that are performed after accessing the database.

---

**Note:** It is not recommended to:

- ▶ add new parameters to the pre-processor class
  - ▶ make changes to a pre-processor class as it might change its behavior
- 

This section includes the following topics:

- ▶ “Pre-Processor Classes” on page 378
- ▶ “Post-Processor Classes” on page 378

## Pre-Processor Classes

The pre-processor classes are as follows:

Class	Description
<b>Dashboard generic URL</b>	Builds a generic URL using the class parameters.
<b>Goto SiteScope</b>	Opens the SiteScope Application.
<b>ITU internal (open modal window)</b>	ITU represents the View manager tab in the CMDB application. The class deals with the View Manager tab.
<b>Prepare parameters (dashboard)</b>	Prepares parameters, in JavaScript. Those parameters are used by Dashboard.
<b>Show properties in VT</b>	When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed.
<b>View manager (new folder) processor</b>	Deals with the View Manager tab.

## Post-Processor Classes

The post-processor classes are as follows:

Class	Description
<b>Edit view (ITU)</b>	Context menu processor that deals with the View Manager tab in the CMDB application.
<b>General view-manager context menu</b>	Context menu processor that deals with the View Manager tab in the CMDB application.
<b>Goto KPIs Over Time report</b>	Context menu processor that deals with opening the KPIs Over Time report.
<b>Goto Raw Data Over Time Report</b>	Context menu processor that deals with opening the Raw Data Over Time report
<b>Goto Trend report</b>	Context menu processor that deals with the Trend report drill down functions.



Class	Description
<b>Goto Triage reports</b>	Context menu processor that deals with opening the Triage report
<b>Goto RUM reports</b>	Context menu processor that deals with opening the Real User Monitor report
<b>ITU internal (open modal window)</b>	Context menu processor that deals with the View Manager tab in the CMDB application.
<b>Locate search result elements in the view traverse</b>	Context menu processor that deals with the search capability in View Explorer.
<b>Open the properties page from the view traverse</b>	When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed.
<b>Open window</b>	General post processor to open a request in a new window, rather than in the application frame.
<b>Show all the element neighbors</b>	Context menu processor that deals with View Explorer.
<b>Switch application in BAC</b>	Context menu processor for drilling down from one application to another.
<b>Switch Dashboard tabs</b>	Context menu processor that switches tabs in the Dashboard application. For examples, opening the appropriate Filters tab from the Console tab.
<b>Switch dashboard tabs with parameters</b>	Context menu processor that passes internal parameters when switching from one tab to another in Dashboard.
<b>Window</b>	Context menu processor that deals with opening new windows.



# 10

---

## Tooltips Repository

The Tooltips Repository includes the tooltips available in Dashboard and enables you to create new tooltips and to edit existing tooltips.

<b>This chapter describes:</b>	<b>On page:</b>
Working with the Tooltips Repository	382
Example Scenario - Editing a Tooltip	383
Cloning a Tooltip	384
Overriding Existing Tooltips	385
Specifying the Tooltip Details	386
Specifying the Tooltip Parameter Details	387
Adding a Last Sample Time Entry in a Tooltip	388
Tooltip Detailed Description	389
Tooltip Parameter Details	460

## Working with the Tooltips Repository

The Tooltips Repository page displays the list of factory (pre-defined) tooltips available throughout Dashboard to specify how source data is imported and handled by Dashboard Administration, and to determine appearance and functionality for the CIs in the presentation layer.

Advanced users can modify existing repository objects and create new ones. This may be necessary when you want to customize the way information is presented in Dashboard, to fit the needs of your organization; or you may need to create new objects when integrating data from a new external system into Dashboard.

Each CI under a KPI (when the CI is connected to the KPI) has a Details tooltip to display additional information for the CI. For more information on the Details tooltips in the Dashboard application, see “Viewing Additional Information for CIs” in *Using Dashboard*.

Tooltips are assigned to CIs according to the rule used for the KPI. Most rules have an associated tooltip (referred to as the rule sentence), that is connected to the associated rule. Note that if you add a new rule to the Business Rules Repository, a new tooltip is automatically created for it. To delete a tooltip that is connected to a rule, you must delete the rule. For more information on the Tooltips Repository, see “Tooltip Detailed Description” on page 389.

You can:

- ▶ create a new rule tooltip by cloning (copying) a factory or customized tooltip to use as a template – for details, see “Cloning a Tooltip” below
- ▶ replace an existing tooltip by overriding it – for details, see “Overriding Existing Tooltips” on page 385

You can then modify the tooltip to your specifications. For details, see “Specifying the Tooltip Details” on page 386.

---

**Note:**

- ▶ To delete a customized tooltip, you must delete the corresponding rule.
  - ▶ A tooltip and its rule have the same ID number and the same name.
- 

## Example Scenario - Editing a Tooltip

When you created the two new rules: RUM Impact Over Time and SiteScope Impact Over Time, two new tooltips were created – for details on creating the rules, see “Example Scenario - Creating New Rules” on page 77.


You want to change their description to match the rule’s descriptions.

The scenario has one stage: “Stage 1: Edit the New Tooltips” on page 383.

### Stage 1: Edit the New Tooltips

You access the new tooltips and you change their description.

#### To edit the new tooltips:

- 1 Select **Admin > Dashboard**.
-  2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Select the **Tooltips** tab menu option to open the Tooltips page. The Custom Tooltips area displays the tooltips that correspond to the new rules you created:

Custom Tooltips				
	Id	Description ▲	Max Label Width	Max Value Width
<input type="checkbox"/>	2001	Dollar Impact Over Time sentence	130	205
<input type="checkbox"/>	2000	Dollar Impact Over Time sentence	130	205



- 4 Click the appropriate **Edit Entity** button corresponding to tooltip 2000, to open the Tooltip Details dialog box.

- In the **Description** box, add - **for RUM** at the end of the tooltip name.

Tooltip Details	
Description:	Dollar Impact Over Time sentence - for RUM
Max Label Width:	130
Max Value Width:	205

- Repeat steps 4 through 5 (in step 5 add - **for SiteScope** at the end of the description) to create the SiteScope OT Impact KPI.



The result is as follows:

Custom Tooltips			
	Id	Description ▲	Max Label Width
<input type="checkbox"/>	2000	Dollar Impact Over Time sentence - for RUM	130
<input type="checkbox"/>	2001	Dollar Impact Over Time sentence - for SiteScope	130

## Cloning a Tooltip

You can create a customized tooltip by cloning an existing factory or customized tooltip and modifying it.


**To clone a factory or customized tooltip:**

- Select **Admin > Dashboard**.
-  Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- Select **Tooltips** to open the **Tooltips** page.
- Select the tooltip you want to clone in the **Factory Tooltips** area or in the **Custom Tooltips** area.
- Click the **Clone** button. The cloned tooltip appears in the **Custom Tooltips** area.
-  Click the **Edit Tooltip** button to open the **Tooltip Details** window. For more details go to “Specifying the Tooltip Details” on page 386.

## Overriding Existing Tooltips

When you override an existing tooltip, a copy appears in the **Custom Tooltips** area and the existing tooltip is marked with (Overridden) in the **Factory Tooltips** area. What happens is that you replace the existing tooltip with the tooltip that you have modified.

**To override an existing tooltip:**

- 1 Select **Admin > Dashboard**.
-  2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3 Select **Tooltips** to open the **Tooltips** page.
- 4 Select the tooltip you want to override in the **Factory Tooltips** area or in the **Custom Tooltips** area.
- 5 Click the **Override** button.

(Overridden) appears under the overridden tooltip in the **Factory Tooltips** area as follows:



The overridden tooltip appears in the **Custom Tooltips** area.



- 6 Select the tooltip and click the **Edit Tooltip** button to open the **Tooltip Details** window. For more details go to “Specifying the Tooltip Details” on page 386.

## Specifying the Tooltip Details

In the Items Details window, you can either modify the information or enter new information. For a list of the tooltips parameters, see “Tooltip Parameters” on page 459.

You can also modify existing information or enter new information about the tooltips parameter details, as described in “Specifying the Tooltip Parameter Details” on page 387.

You can change the color of the border and header of a tooltip. For details, see “Modifying the Tooltip Border and Header Colors” on page 24.

In the Items Details window, you can either modify the information or enter new information. For a list of the tooltips parameters, see “Tooltip Parameters” on page 459.

### To specify the tooltip details:

- 1 In the **Tooltip Details** window enter or modify the following information:
  - ▶ **Description.** The name of the tooltip.
  - ▶ **Max Label Width.** The maximum width for a tooltip parameter name.
  - ▶ **Max Value Width.** The maximum width for a tooltip parameter value.
  - ▶ **Parameters.** The parameters included in the tooltip. Different icons or buttons appear depending on the procedure you are following.

---

**Note:** The order of the parameters reflects the order of the corresponding information in the tooltip in the application.

---

To enter new parameter details click the **New** button. For more details, go to “Specifying the Tooltip Parameter Details” on page 387.

To modify existing parameter details click the **Edit** button. For more details, go to “Specifying the Tooltip Parameter Details” on page 387.

- 2 Click **OK** to save the information and return to the previous page.



## Specifying the Tooltip Parameter Details

In the **Parameter Details** window, you can either modify existing information or enter new information about the tooltip parameter. For a list of the tooltip parameter details, see “Tooltip Parameter Details” on page 460.

**To specify the parameters details:**

- 1** In the **Parameters Details** window, enter or modify the following information:
  - **Display Label.** The display label of the row. It appears exactly as written in the section.
  - **Value Prefix.** The row value prefix. Can be blank if not required. The prefix appears before the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form - if so, the `[[%]]` string must appear before the escaping sequence.
  - **Value Source.** The source of the value to display. It can be retrieved from the CI using the escaping sequence form - if so, the `[[%]]` string must appear before the escaping sequence.
  - **Value Postfix.** The row value postfix. Can be blank if not required. The postfix appears after the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form – if so, the `[[%]]` string must appear before the escaping sequence.
  - **Available Formatting Method.** Select the appropriate formatting method from the list of available methods – for details, see “Formatting Methods” on page 20.
  - **Formatting Method.** Displays the method you selected in Available Formatting Method list. This is the formatting method that is invoked on the valueSource. Can be blank if not required.
- 2** Click **OK** to save the information and return to the previous page.

## Adding a Last Sample Time Entry in a Tooltip

If you want to view the last time the sampling was made displayed in a tooltip, you must:



- ▶ keep the last sample information. For details, see “Displaying the Last Sample Details” on page 92
- ▶ add the Last Sample Time to the tooltip of monitor rules only

---

**Note:** The last sample time is not necessarily the same as the last update time because the last sampling might not have any impact on the status.

---

### To add Last Sample Time entry in a tooltip:

- 1** Select **Admin > Dashboard**.
-  **2** Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.
- 3** Select the **Tooltips** tab menu option to open the Tooltips page.
- 4** Override or clone the tooltip in which you want to display the last sample time.
-  **5** Click the relevant **Edit Entity** button, to open the Tooltip Details dialog box.
- 6** Click **New** to open the Parameter Details dialog box.
- 7** In the **Display Label** box, enter Last Sample Time.
- 8** In the **Value Source** box, enter `NODE.DIM.SAMPLE.time_stamp`.

- 9 In the **Available Formatting Method** list, select `returnDateAsStringInSec`. The value is automatically entered in the **Formatting Method** box.

The screenshot shows a dialog box titled "Parameter Details" with the following fields:

- Display Label: Last Sample Time
- Value Prefix: (empty)
- Value Source: NODE.DIM.SAMPLE.time\_stamp
- Value Postfix: (empty)
- Available Formatting Methods: (dropdown menu)
- Formatting Method: returnDateAsStringInSec

Buttons: OK, Cancel

- 10 Click **OK** to save the changes.

The tooltip displays the following information:

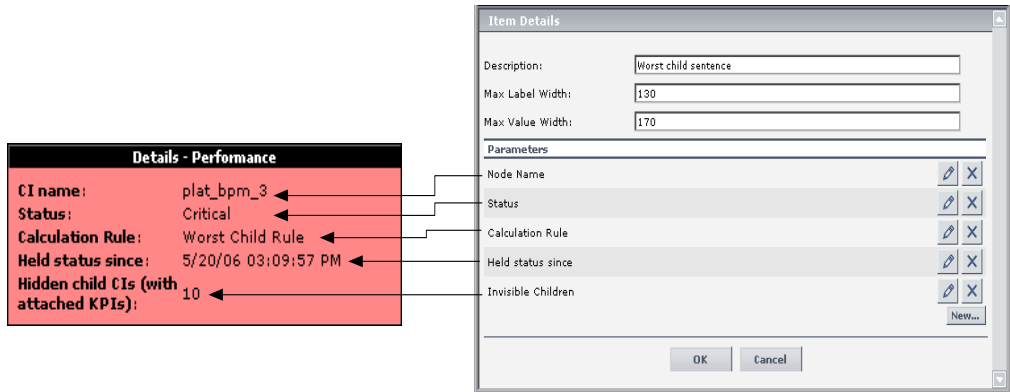
Details - Availability	
<b>CI name:</b>	dogbert
<b>Status:</b>	OK
<b>Calculation Rule:</b>	Transaction Availability Rule
<b>Held status since:</b>	5/21/06 01:48:40 PM
<b>Avg. availability:</b>	100%
<b>Average for:</b>	990 seconds period
<b>Major:</b>	>= 30.0%
<b>Minor:</b>	>= 50.0%
<b>Warning:</b>	>= 70.0%
<b>OK:</b>	>= 90.0%
<b>Transaction:</b>	dogbert
<b>Last Sample Time:</b>	5/22/06 12:46:39 AM

## Tooltip Detailed Description

Most of the tooltip used in Dashboard correspond directly to a rule. Each tooltip class has the same ID number as the rule it is associated with. For example, for the rule ID #2, Best Child Rule, there is a corresponding tooltip with ID #2, Best Child sentence.

The tooltip parameters correspond to the information displayed in the tooltip.

For example, the parameters of the Worst Child Sentence tooltip are displayed as entries in the tooltip and are listed in the same order as the order of the parameters in the tooltip definition.



This section includes the following topics:

- ▶ “Average Availability of Weighted Volume” on page 393
- ▶ “Average Latency of Weighted Volume” on page 394
- ▶ “Average of Converted Performance Results in %” on page 395
- ▶ “Average of Values for KPIs” on page 396
- ▶ “Average Performance of Weighted Volume in %” on page 397
- ▶ “Average Performance of Weighted Volume in Seconds” on page 398
- ▶ “Best Child Sentence” on page 399
- ▶ “Customer Sentence” on page 400
- ▶ “Diagnostics for J2EE General Sentence” on page 401
- ▶ “Dollar Impact Over Time Sentence” on page 402
- ▶ “Dollar Impact Sentence” on page 403
- ▶ “Downtime Sentence” on page 404
- ▶ “EMS Sentence” on page 405
- ▶ “Generic Formula Over Time Rule” on page 406
- ▶ “Generic Sample Rule” on page 407

- “Generic Sum of Values Over Time Rule” on page 408
- “Generic Two Arguments Rule” on page 409
- “Geo Map Sentence” on page 410
- “History” on page 411
- “HP OpenView Service Navigator Sentence” on page 412
- “HP Worst Child Sentence” on page 413
- “Locations Grouped Parent Rule” on page 414
- “Locations Grouped Rule” on page 415
- “No Update Sentence” on page 415
- “Number of Running Sessions Rule” on page 417
- “Number of Running Sessions Rule” on page 417
- “Number of Tasks in Error Rule” on page 418
- “Percent Sentence” on page 419
- “Real Transaction Monitor Availability” on page 420
- “Real Transaction Monitor Failed Business Impact” on page 421
- “Real Transaction Monitor Late Business Impact” on page 422
- “Real Transaction Monitor Performance” on page 423
- “Real Transaction Monitor Total Business Impact” on page 424
- “RUM Bandwidth” on page 425
- “RUM Component Availability” on page 426
- “RUM Event Monitor Volume” on page 427
- “RUM Latency” on page 428
- “RUM Page Monitor Availability” on page 430
- “RUM Page Monitor Performance” on page 431
- “RUM Page Monitor Volume” on page 432
- “RUM Session Monitor Availability” on page 433
- “RUM Session Monitor Performance” on page 434

- “RUM Session Monitor Volume” on page 435
- “RUM Transaction Monitor Availability” on page 436
- “RUM Transaction Monitor Performance” on page 437
- “RUM Transaction Monitor Volume” on page 438
- “SAP Alert Status Sentence” on page 440
- “Sessions Custom Data Rule” on page 441
- “SiteScope Measurement Sentence” on page 442
- “SiteScope Measurement Siebel Processes Rule” on page 443
- “SiteScope Measurement with Custom Data Rule” on page 445
- “SiteScope Measurement with Custom Data Rule” on page 445
- “SiteScope Monitor Sentence” on page 446
- “SiteScope Monitor Time-Based Sentence” on page 447
- “Sitescope Vertical Measurement” on page 448
- “SLM PNR Rule” on page 449
- “Stopped Sentence” on page 450
- “Sum of Values for KPI Sentence” on page 451
- “Sum of Volume” on page 452
- “Summary of Values for KPIs” on page 453
- “Transaction Availability Sentence” on page 454
- “Transaction Response Sentence” on page 455
- “Transactions Grouped Parent Rule” on page 456
- “Transactions Grouped Rule” on page 457
- “Trend” on page 458
- “Worst Child Sentence” on page 459

For information on defining or editing tooltips, see “Working with the Tooltips Repository” on page 382.

The parameters for the tooltips are listed in “Tooltip Parameter Details” on page 460.

### **Average Availability of Weighted Volume**

The tooltip is displayed for a KPI whose associated rule is “Average Availability of Weighted Volume” on page 98.

### **Tooltip Parameters**

Each tooltip contains parameters. The parameters correspond to the type of information displayed in the tooltip. The order of the parameters corresponds to the order of the information in the tooltip. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.

- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Average Latency of Weighted Volume**

The tooltip is displayed for a KPI whose associated rule is “Average Latency of Weighted Volume” on page 98.

#### **Tooltip Parameters**

Each tooltip contains parameters. The parameters correspond to the type of information displayed in the tooltip. The order of the parameters corresponds to the order of the information in the tooltip. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Latency.** The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.



- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Average of Converted Performance Results in %**

The tooltip is displayed for a KPI whose associated rule is “Average of Converted Performance Results in %” on page 100.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.

- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Average of Values for KPIs**

The tooltip is displayed for a KPI whose associated rule is “Average of Values” on page 101.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.

- 4 Total.** The total number of hits/transactions for Real User Monitor.
- 5 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 6 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 7 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 8 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Average Performance of Weighted Volume in %**

The tooltip is displayed for a KPI whose associated rule is "Average Performance of Weighted Volume in %" on page 102.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.

- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Average Performance of Weighted Volume in Seconds**

The tooltip is displayed for a KPI whose associated rule is “Average Performance of Weighted Volume in Seconds” on page 103.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
  - 5 Held Status Since.** The date and time of the last status (color) change of the CI.
  - 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
  - 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
  - 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
  - 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Best Child Sentence

The tooltip is displayed for a KPI whose associated rule is “Best Child Rule” on page 104.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Invisible Children.** The number of child CIs of the selected CI, that exist in the CMDB, are hidden in the current view, and have at least one KPI assigned to them. This parameter is displayed as: **Hidden child CIs (with attached KPIs)** in the tooltip itself. For details on Invisible Children, see “Find Visible and Hidden Child CIs Option” in *Using Dashboard*.

### **Customer Sentence**

The tooltip is displayed for a KPI whose associated rule is “Customer Rule” on page 105.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.

## Diagnostics for J2EE General Sentence

The tooltip is displayed for a KPI whose associated rule is “Diagnostics for J2EE/.Net General” on page 114.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** Can be defined as OK, Warning or Critical.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Description.** Describes the reason for the status. For example, a **Critical** status for a transaction, may be explained in the Description field as follows: 15% violation on latency. This would indicate that the average latency of the transaction exceeded the threshold that was set in Diagnostics by 15% and therefore the status of this transaction is defined as critical.
- 5 Platform.** Indicates the platform (J2EE or .NET) on which the monitored application is running.
- 6 Server Time.** (BPM Transaction tooltips only.) The average time taken for the server to process the transaction.
- 7 Server Requests Count.** (BPM Transaction tooltips only.) The amount of server requests over the last five minute period.
- 8 Average Time.** (Probe tooltips only): The average latency of all the server requests on the Virtual Machine monitored by the Probe over the last five minute period.
- 9 Exceptions Count.** The amount of exceptions generated over the last five minute period.

- 10 Timeout Count.** The amount of timeouts that occurred during the last five minute period.
- 11 Max Time.** The maximal time a Mercury Diagnostics transaction has run in seconds.

### **Dollar Impact Over Time Sentence**

The tooltip is displayed for a KPI whose associated rule is “Impact Over Time Rule” on page 135.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 5 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.
- 6 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.



- 7 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 8 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 9 Business Loss.** The financial loss calculated for the CI.

### Dollar Impact Sentence

The tooltip is displayed for a KPI whose associated rule is “Real Time Impact” on page 149.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 5 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

- 6 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 7 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 8 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 9 Business Loss.** The financial loss calculated for the CI.

### **Downtime Sentence**

Defines the tooltip used for CIs in downtime.

The tooltip does not have an associated rule.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Downtime Until.** The date and time that downtime is due to finish for a CI.
- 5 Location.** The location of the CI if a location has been specified.

**6 Caused By.** The name of the KPIs that caused unavailability.

### **EMS Sentence**

The tooltip is displayed for a KPI whose associated rule is “EMS Simple Rule” on page 116.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 5 Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 6 Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 7 Held Status Since.** The date and time of the last status (color) change of the CI.

- 8 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 9 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 10 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 11 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

### **Generic Formula Over Time Rule**

The tooltip is displayed for a KPI whose associated rule is “Generic Formula Rule” on page 118.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Value.** The value of the field in the sample.

- 5 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 6 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 7 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 8 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Generic Sample Rule

The tooltip is displayed for a KPI whose associated rule is “Generic Sample Rule” on page 121.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Formula.** The formula that is used to calculate the KPI status and value.
- 5 Value.** The value of the field in the sample.

- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Generic Sum of Values Over Time Rule**

The tooltip is displayed for a KPI whose associated rule is “Generic Sum of Values Over Time Rule” on page 125.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Value.** The sum of the values of the fields in the sample.

- 5 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 6 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 7 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 8 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Generic Two Arguments Rule

The tooltip is displayed for a KPI whose associated rule is “Generic Two Arguments Rule” on page 129.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Value.** The result of the operation performed by the rule.

- 5 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 6 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 7 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 8 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Geo Map Sentence

The tooltip is displayed for status indicators in geographical maps. For details, see “Geographical Map Tooltips” in *Using Dashboard*.

The tooltip does not have an associated rule.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Location.** The location of the CI if a location has been specified.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.



- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Caused By.** The name of the KPIs that caused unavailability.

### **History**

The tooltip is displayed for the History KPI. For details, see “Trend and History Statuses” in *Using Dashboard*.

The tooltip does not have an associated rule.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Historical Worst.** The worst status for the CI over a period of time.
- 3 Historical Average.** The average status for the CI over a period of time.

## HP OpenView Service Navigator Sentence

The tooltip is displayed for a KPI whose associated rule is “HP OpenView Service Navigator Rule” on page 133.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 5 Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 6 Held Status Since.** The date and time of the last status (color) change of the CI.
- 7 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 8 Last Update.** The date and time that the last update for the CI was received by Dashboard.

- 9 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 10 Owned By.** The owner of the CI in HP OpenView (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

### HP Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is “HP Worst Child Rule” on page 134.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.

## Locations Grouped Parent Rule

The tooltip is displayed for a KPI whose associated rule is “Locations Grouped Parent Rule” on page 137.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.

## Locations Grouped Rule

The tooltip is displayed for a KPI whose associated rule is “Locations Grouped Rule” on page 139.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.

### No Update Sentence

Internal.

The tooltip does not have an associated rule.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.
- 5 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 6 Location.** The location of the CI if a location has been specified.
- 7 Caused By.** The name of the KPIs that caused unavailability.

## Number of Running Sessions Rule

The tooltip is displayed for a KPI whose associated rule is “Number of Running Sessions Rule” on page 142.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 5 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 6 Measurement.** The name of the measurement from SiteScope.
- 7 Monitor.** The monitor type that the CI represents.
- 8 Historical Worst.** The worst status for the CI over a period of time.
- 9 Historical Average.** The average status for the CI over a period of time.
- 10 Trend.** The trend of the KPI’s status.

## Number of Tasks in Error Rule

The tooltip is displayed for a KPI whose associated rule is “Number of Tasks in Error Rule” on page 143.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 5 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 6 Measurement.** The name of the measurement from SiteScope.
- 7 Monitor.** The monitor type that the CI represents.
- 8 Historical Worst.** The worst status for the CI over a period of time.
- 9 Historical Average.** The average status for the CI over a period of time.
- 10 Trend.** The trend of the KPI’s status.



## Percent Sentence

The tooltip is displayed for a KPI whose associated rule is “Percentage Rule” on page 145.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Score.** The percentage of green and yellow child CIs. This will be a weighted percentage if any of the child CIs have a weight > 1 (check this by viewing the tooltips for the child CIs).

Note that Dashboard is calculating status using the refined percentage method if a percentage is displayed for **Score** and the group or subgroup status is yellow.

If Dashboard is calculating status for the group/subgroup using the dominant child method, the message **n/a (Using dominant child)** is displayed.

- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.

- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 10 Invisible Calculated Children.** All the child CIs belonging to other views, which are connected to this CI but do not belong to this view.

### **Real Transaction Monitor Availability**

The tooltip is displayed for a KPI whose associated rule is “Deep Transaction Tracing Monitor Availability” on page 107.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 CI Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

- 4 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 5 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 6 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Failed TX Count.** The number of transactions that failed.
- 9 Total TX Count.** The total of the number of transactions that failed and the number of late transactions.
- 10 % Available TX.** The percentage of available transactions.

### **Real Transaction Monitor Failed Business Impact**

The tooltip is displayed for a KPI whose associated rule is “Deep Transaction Tracing Monitor Failed Tx Business Impact” on page 109.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 CI Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.

- 3 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 4 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 5 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 6 OK.** One of the thresholds used when defining status for the CI. The CI changes to OK (green) status when the CI's score is equal to or smaller than this value.
- 7 Failed TX Impact.** The financial loss (in \$) due to transactions that failed.

### **Real Transaction Monitor Late Business Impact**

The tooltip is displayed for a KPI whose associated rule is “Deep Transaction Tracing Monitor Late Tx Business Impact” on page 110.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 CI Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

- 4 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 5 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 6 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Late TX Impact.** The financial loss (in \$) due to transactions that were late.

### **Real Transaction Monitor Performance**

The tooltip is displayed for a KPI whose associated rule is “Deep Transaction Tracing Monitor Performance” on page 111.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 CI Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.

- 4 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 5 Avg. Response Time.** The average response time for the parent transaction during a time period up to the last received update.
- 6 Response Time Threshold.** The threshold of the response time as provided by the Deep Transaction Tracing sample.
- 7 Min Response Time.** The minimum response time as provided by the Deep Transaction Tracing sample.
- 8 Max Response Time.** The maximum response time as provided by the Deep Transaction Tracing sample.

### **Real Transaction Monitor Total Business Impact**

The tooltip is displayed for a KPI whose associated rule is “Deep Transaction Tracing Monitor Total Tx Business Impact” on page 113.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 CI Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.

- 4 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 5 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 6 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 7 Total TX Impact.** The financial loss (in \$) due to transactions that failed added to the transactions that were late.

### **RUM Bandwidth**

The tooltip is displayed for a KPI whose associated rule is “RUM Bandwidth Rule” on page 150.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Bandwidth.** The number of bytes that represents the traffic in and out of Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.

- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Component Availability**

The tooltip is displayed for a KPI whose associated rule is “RUM Component Availability Rule” on page 152.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Component Availability.** The availability of the Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)



- **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Event Monitor Volume**

The tooltip is displayed for a KPI whose associated rule is “RUM Event Monitor Volume Rule” on page 153.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Volume.** The number of hits in Real User Monitor.

- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Latency**

The tooltip is displayed for a KPI whose associated rule is “RUM Latency Rule” on page 155.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Latency.** The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI’s score is equal to or smaller than this value.

## RUM Page Monitor Availability

The tooltip is displayed for a KPI whose associated rule is “RUM Page Monitor Availability Rule” on page 157.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.

- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

## RUM Page Monitor Performance

The tooltip is displayed for a KPI whose associated rule is “RUM Page Monitor Performance Rule” on page 158.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Page Monitor Volume**

The tooltip is displayed for a KPI whose associated rule is “RUM Page Monitor Volume Rule” on page 160.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Volume.** The number of hits in Real User Monitor.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Session Monitor Availability**

The tooltip is displayed for a KPI whose associated rule is “RUM Session Monitor Availability Rule” on page 161.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.

- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Session Monitor Performance**

The tooltip is displayed for a KPI whose associated rule is “RUM Session Monitor Performance Rule” on page 163.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.



- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Session Monitor Volume**

The tooltip is displayed for a KPI whose associated rule is “RUM Session Monitor Volume Rule” on page 165.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Volume.** The number of hits in Real User Monitor.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.

- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Transaction Monitor Availability**

The tooltip is displayed for a KPI whose associated rule is “RUM Transaction Monitor Availability Rule” on page 166.

#### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
  - 5 Held Status Since.** The date and time of the last status (color) change of the CI.
  - 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
  - 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
  - 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
  - 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Transaction Monitor Performance**

The tooltip is displayed for a KPI whose associated rule is “RUM Transaction Monitor Performance Rule” on page 168.

#### **Tooltip Parameters**

For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Performance.** The average download time, for a Real User Monitor CI.

- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **RUM Transaction Monitor Volume**

The tooltip is displayed for a KPI whose associated rule is “RUM Transaction Monitor Volume Rule” on page 170.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Volume.** The number of hits in Real User Monitor.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI’s score is equal to or smaller than this value.

## SAP Alert Status Sentence

The tooltip is displayed for a KPI whose associated rule is “SAP Alerts Rule” on page 171.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Alert Description.** The full description of the alert.
- 2 Short Name.** The name of the SAP CCMS measurement where the alert occurred.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Severity.** A number indicating the severity of the alert as it appears in the SAP system
- 6 State.** The SAP state of the alert: **Active**.
- 7 Open Time.** The date and time when the alert was issued.
- 8 Held Status Since.** The date and time of the last status (color) change of the CI.
- 9 Last Update.** The date and time that the last update for the CI was received by Dashboard.

## Sessions Custom Data Rule

The tooltip is displayed for a KPI whose associated rule is “Sessions Custom Data Rule” on page 173.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 5 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 6 Measurement.** The name of the measurement from SiteScope.
- 7 Monitor.** The monitor type that the CI represents.
- 8 Historical Worst.** The worst status for the CI over a period of time.
- 9 Historical Average.** The average status for the CI over a period of time.
- 10 Trend.** The trend of the KPI’s status.

## SiteScope Measurement Sentence

The tooltip is displayed for a KPI whose associated rule is “SiteScope Measurement Rule” on page 174.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Error Message.** The error message that appears in the sample.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Measurement.** The name of the measurement from SiteScope.
- 9 Monitor.** The monitor type that the CI represents.



## SiteScope Measurement Siebel Processes Rule

The tooltip is displayed for a KPI whose associated rule is “SiteScope Measurement Siebel Processes Rule” on page 176.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 7 Measurement.** The name of the measurement from SiteScope.
- 8 Monitor.** The monitor type that the CI represents.
- 9 Historical Worst.** The worst status for the CI over a period of time.
- 10 Historical Average.** The average status for the CI over a period of time.
- 11 Trend.** The trend of the KPI’s status.

## SiteScope Measurement Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is “SiteScope Measurement Time-Based Rule” on page 177.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Measurement.** The name of the measurement from SiteScope.
- 9 Monitor.** The monitor type that the CI represents.

## SiteScope Measurement with Custom Data Rule

The tooltip is displayed for a KPI whose associated rule is “SiteScope Measurement with Custom Data Rule” on page 178.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 7 Measurement.** The name of the measurement from SiteScope.
- 8 Monitor.** The monitor type that the CI represents.
- 9 Historical Worst.** The worst status for the CI over a period of time.
- 10 Historical Average.** The average status for the CI over a period of time.
- 11 Trend.** The trend of the KPI’s status.

## SiteScope Monitor Sentence

The tooltip is displayed for a KPI whose associated rule is “SiteScope Monitor Rule” on page 179.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 7 Monitor.** The monitor type that the CI represents.
- 8 Host.** The name of the machine associated with the monitor.

## SiteScope Monitor Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is “SiteScope Monitor Time-Based Rule” on page 181.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Monitor.** The monitor type that the CI represents.
- 9 Host.** The name of the machine associated with the monitor.

## Sitescope Vertical Measurement

The tooltip is displayed for a KPI whose associated rule is "" on page 182.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 7 Measurement.** The name of the measurement from SiteScope.
- 8 Monitor.** The monitor type that the CI represents.

## SLM PNR Rule

The tooltip is displayed for a KPI whose associated rule is “Dashboard PNR Rule” on page 106.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 SLA.** The name of the SLA attached to this CI.
- 5 Tracking Period.** The tracking period used to calculate the PNR. For details, see “Defining an SLA: Properties” in *Application Administration*.
- 6 Time Interval.** The time interval used for calculating PNR. For details, see “Time Intervals Overview” in *Application Administration*.
- 7 Calculation Time.** The last calculation time on the Business Logic Engine machine.
- 8 Pnr Time Left.** The amount of time left for that measurement before the SLA is in breach of contract.
- 9 Max Unavailability.** The maximum time that the item may be unavailable, according to the SLA.

- 10 PNR Availability.** The item's SLA availability percentage the last time data was polled.
- 11 Target Availability.** The percentage of time that the item must be available in order to match in the 'Exceeded' threshold, according to the SLA.

### **Stopped Sentence**

Defines the tooltip used for stopped CIs.

The tooltip does not have associated rule.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Held Status Since.** The date and time of the last status (color) change of the CI.
- 4 Location.** The location of the CI if a location has been specified.
- 5 Caused By.** The name of the KPIs that caused unavailability.



## Sum of Values for KPI Sentence

The tooltip is displayed for a KPI whose associated rule is “Sum of Values Rule” on page 185.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Total.** The total number of hits/transactions for Real User Monitor.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI’s score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI’s score is equal to or smaller than this value.
- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI’s score is equal to or smaller than this value.

- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Sum of Volume

The tooltip is displayed for a KPI whose associated rule is “Sum of Volume Rule” on page 186.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Volume.** The number of hits in Real User Monitor.
- 3 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 4 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 5 Held Status Since.** The date and time of the last status (color) change of the CI.
- 6 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 7 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

- 8 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 9 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### Summary of Values for KPIs

The tooltip is displayed for a KPI whose associated rule is “Summary of Values Rule” on page 187.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Total.** The total number of hits/transactions for Real User Monitor.
- 5 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 6 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

- 7 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 8 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

### **Transaction Availability Sentence**

The tooltip is displayed for a KPI whose associated rule is “Transaction Availability Rule” on page 187.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Avg. Availability.** The percentage of successful runs for the parent transaction during a time period up to the last received update.
- 6 Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 9 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 10 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 11 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 12 Transaction.** The name of the parent transaction for the CI.

### Transaction Response Sentence

The tooltip is displayed for a KPI whose associated rule is “Transaction Performance Rule” on page 189.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.

- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Avg. Response Time.** The average response time for the parent transaction during a time period up to the last received update.
- 6 Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.
- 7 Last Update.** The date and time that the last update for the CI was received by Dashboard.
- 8 Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
- 9 Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
- 10 Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
- 11 Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
- 12 Transaction.** The name of the parent transaction for the CI.

### **Transactions Grouped Parent Rule**

The tooltip is displayed for a KPI whose associated rule is “Transactions Grouped Parent Rule” on page 190.

### **Tooltip Parameters**

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.

### Transactions Grouped Rule

The tooltip is displayed for a KPI whose associated rule is “Transactions Grouped Rule” on page 192.

### Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.

- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
- 6 Last Update.** The date and time that the last update for the CI was received by Dashboard.

## Trend

The tooltip is displayed for the Trend KPI. For details, see “Trend and History Statuses” in *Using Dashboard*.

The tooltip does not have an associated rule.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Trend.** The trend of the KPI’s status.



## Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is “Worst Child Rule” on page 194.

## Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see “Working with the Tooltips Repository” on page 382.

The tooltip parameters are:

- 1 Node Name.** The name of the CI.
- 2 Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
  - ▶ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
  - ▶ **Stopped** when a Business Process profile is stopped.
- 3 Calculation Rule.** The name of the rule that calculates the KPI status or value.
- 4 Held Status Since.** The date and time of the last status (color) change of the CI.
- 5 Invisible Children.** The number of child CIs of the selected CI, that exist in the CMDB, are hidden in the current view, and have at least one KPI assigned to them. This parameter is displayed as: **Hidden child CIs (with attached KPIs)** in the tooltip itself. For details on Invisible Children, see “Find Visible and Hidden Child CIs Option” in *Using Dashboard*.

## Tooltip Parameter Details

The following table lists the details that may be specified for the tooltip parameters:

Attribute	Description
Display Label	The name of the tooltip parameter displayed in the tooltip.
Value Prefix	The text that appears before the value of the tooltip parameter. For example: Greater than.
Value Source	Indicates where to take the value of the item for the KPI.
Value Postfix	The text that appears after the value of the tooltip parameter. For example: %.
Available Formatting Methods	Lists the available methods for formatting the value of the tooltip parameter. For example: toLowerCase.
Formatting Method	The method selected from the <b>Available Formatting Methods</b> list. For details about the methods, see “Formatting Methods” on page 20.

---

# Index

## A

- Acknowledgement Details, context menu item 309
- Acknowledgement, context menu item 309
- Add KPI, context menu item 310
- Application Mapping, context menu item 310
- Application, KPI 30
- Attach Monitor CIs, context menu item 311
- Attach Related CIs, context menu item 312
- Availability (Dashboard) KPI 31
- Availability KPI 59
- Availability Six Sigma KPI 59
- Average Availability of Weighted Volume, rule 98
- Average Availability of Weighted Volume, tooltip 393, 394, 395, 396
- Average Latency of Weighted Volume, rules 98
- Average Latency of Weighted Volume, tooltip 394
- Average of Converted Performance Results in %, rules 100
- Average of Values for KPIs, tooltip 396
- Average Performance of Weighted Volume in %, tooltip 397
- Average Performance of Weighted Volume in Percentages, rule 102
- Average Performance of Weighted Volume in Seconds, rule 103
- Average Performance of Weighted Volume in Seconds, tooltip 398

## B

- Bandwidth, KPI 32
- Best Child (Max.) rule 205

- Best Child (Min.) rule 206
- Best Child Rule, rule 104
- Best Child Sentence, tooltip 399
- BMC Measurement Menu, context menu 268
- BPM Average Availability rule 207
- BPM Average Response Time rule 208
- BPM Max. Response Time rule 209
- BPM Min. Response Time rule 210
- BPM Outage rule 211
- BPM Percentile rule 212
- BPM Six Sigma Availability rule 214
- BPM Six Sigma Performance rule 215
- Business Process Monitor Group Menu, context menu 268
  - business rules
    - for Service Level Management 204
- Business Rules detailed description 95
- Business Rules Repository 73
- Business Rules Repository Parameters 91

## C

- CalculationGranularity 91
- Change report, context menu item 313
- Children Success Ratio rule 216
- CI Impact Report, context menu item 314
- CI Neighbors, context menu 269
- CI Properties, context menu 269
- CIM Measurement Menu, context menu 270
  - clone
    - rules 76
  - cloning
    - context menu 263
    - rules 80
- Cluster Availability rule 218
- colors
  - KPIs 15

## Index

- Complete Alert, context menu item 314
- Component Availability KPI 32
- Component Topology, context menu item 315
- Config File Menu, context menu 270
- Configuration Item Status Alerts, context menu item 316
- Console, context menu item 317
- context menu
  - BMC Measurement Menu 268
  - Business Process Monitor Group Menu 268
  - CI Neighbors 269
  - CI Properties 269
  - CIM Measurement Menu 270
  - Config File Menu 270
  - create context menu by cloning 263
  - creating a customized context menu 263
  - Dashboard Administration Menu 271
  - Deep Transactions Tracing Context Menu 271
  - Default Menu 272
  - Diagnostics BPM Menu 273
  - Diagnostics Probe Group Menu 273
  - Diagnostics Probe Menu 273
  - editing using override 264
  - EMS Measurement Menu 274
  - Group Menu 274
  - ITU Nodes 275
  - ITU Root 276
  - Locate CI 276
  - Locate CI in SLA 277
  - repository 266
  - RUM Application Error Monitor Menu 277
  - RUM Application Menu 277
  - RUM End User Group Container Menu 278
  - RUM End User Group Menu 278
  - RUM End User's Menu 279
  - RUM Errors Menu 279
  - RUM Group Menu 280
  - RUM HTTP Error Monitor Menu 280
  - RUM Informational Event Monitor Menu 281
  - RUM Informational Events Menu 281
  - RUM Page Monitor Menu 282
  - RUM Server Menu 282
  - RUM Servers Menu 282
  - RUM Session Monitor Menu 283
  - RUM Transaction Monitor Menu 283
  - SAP Alert Acknowledgment 284
  - SAP Menu 284
  - SAP System Menu 285
  - SAP Transaction Menu 285
  - SAP Transport Menu 286
  - SiteScope Group Menu 287
  - Sitescope Measurement Menu 287
  - Sitescope Monitor Menu 287
  - specifying details 265
  - Transaction Measurement Menu 288
  - VT Menu 289
- Context Menu Item
  - cloning 302
  - creating 302
  - detailed description 306
  - editing using override 303
  - overriding 303
  - processor details 305
  - specifying details 304
- context menu item
  - Acknowledgement 309
  - Acknowledgement Details 309
  - Add KPI 310
  - Application Mapping 310
  - Attach Monitor CIs 311
  - Attach Related CIs 312
  - Change report 313
  - CI Impact Report 314
  - Complete Alert 314
  - Component Topology 315
  - Configuration Item Status Alerts 316
  - Console 317
  - Cross-Performance Report 317
  - Custom Map 319
  - Customer 319
  - Deep Transaction Tracing Report 319
  - Delete CI 320
  - Delete Folder 321
  - Disable 322
  - Drill do Diagnostics 322

- Edit View 322
  - Enable 323
  - End User Summary Report 324
  - Event Count Over Time Report 325
  - Event Count Over Time Report (Application Error Monitor) 326
  - Event Count Over Time Report (HTTP Error Monitor) 327
  - Event Count Over Time Report (Information Event Monitor) 328
  - Event Summary Report 329
  - Event Summary Report (Errors Monitor) 330
  - Event Summary Report (Event Monitor) 331
  - Filter Subtree 332
  - Filter Subtree Monitors 333
  - Filters 334
  - Find Visible and Hidden Child CIs 334
  - Geographical Map 335
  - Goto Report 336
  - KPI Data Over Time 336
  - KPIs Over Time Report 337
  - Layers View 337
  - Locate CI in SLA 338
  - Locate CI in View 338
  - New CI 339
  - New Folder 340
  - New Related CI 341
  - Page Layers View 342
  - Page Summary Report 342
  - Problem Isolation 343
  - Properties 345
  - Provider 346
  - Raw Data Over Time Report 346
  - Rename Folder 347
  - SAP Transaction Changes Report 348
  - SAP Transport Changes Report 349
  - Server Requests 350
  - Server Summary Report 351
  - Service Level Report 352
  - Session Analyzer Report 353
  - Set/Unset Acknowledgement 354
  - Show Complete Subtree 355
  - Show Content 356
  - Show Impact 357
  - Show in Top View 358
  - Show Path to Root 359
  - Show Problematic Subtree 360
  - Show Processes 361
  - Show Related CIs 362
  - Show Related RFCs 362
  - Show Running Tasks 362
  - Show Subtree Monitors 364
  - Show Tasks in Error 365
  - SiteScope 366
  - SLAs Summary Report 367
  - Summary View 367
  - Top View 368
  - Topology Map 369
  - Tracking Report 369
  - Transaction Analysis 370
  - Transaction Layers View 372
  - Transaction Summary Report 373
  - Transactions View 373
  - Trend Report 374
  - Triage Report 376
  - Context Menu Items Repository 291
    - working with 291
  - context menus 266
  - context menus repository 261
  - Cross-Performance Report, context menu item 317
  - Custom Map, context menu item 319
  - Customer KPI 33
  - Customer Rule, rule 105
  - Customer Sentence, tooltip 400
  - Customer, context menu item 319
- D**
- Dashboard
    - KPI detailed description 29
  - Dashboard Administration Menu, context menu 271
  - Dashboard PNR Rule, rule 106
  - Dashboard repositories 3
    - context menus repository 261
  - Deep Transaction Monitor Performance, rule 111

## Index

- Deep Transaction Monitor Total Tx Business Impact, rule 113
- Deep Transaction Tracing Monitor
  - Availability, rule 107
- Deep Transaction Tracing Monitor Failed Tx Business Impact, rule 109
- Deep Transaction Tracing Monitor Late Tx Business Impact, rule 110
- Deep Transaction Tracing Report, context menu item 319
- Deep Transactions Tracing Context Menu, context menu 271
- Default Menu, context menu 272
- Delete CI, context menu item 320
- Delete Folder, context menu item 321
- dependent KPIs 27
- Diagnostics BPM Menu, context menu 273
- Diagnostics for J2EE General Sentence, tooltip 401
- Diagnostics for J2EE/.Net General, rule 114
- Diagnostics Probe Group Menu, context menu 273
- Diagnostics Probe Menu, context menu 273
- Disable context menu item 322
- Dollar Impact Over Time Sentence, tooltip 402
- Dollar Impact Sentence, tooltip 403
- dominant child status calculation method 148
- Downtime Sentence, tooltip 404
- Drill to Diagnostics, context menu item 322
- DT Failed Impact
  - KPI 34
- DT Late Impact
  - KPI 34
- DT Total Impact
  - KPI 35
- Dummy rule 219

## E

- Edit View, context menu item 322
- EMS Measurement Menu, context menu 274
- EMS Sentence, tooltip 405
- EMS Simple Rule, rule 116
- Enable context menu item 323

- End User Summary Report, context menu item 324
- Event Count Over Time Report (Application Error Monitor), context menu item 326
- Event Count Over Time Report (HTTP Error Monitor), context menu item 327
- Event Count Over Time Report (Information Event Monitor), context menu item 328
- Event Count Over Time Report, context menu item 325
- Event Summary Report (Errors Monitor), context menu item 330
- Event Summary Report (Event Monitor), context menu item 331
- Event Summary Report, context menu item 329
- example - scenario
  - creating new rules 77
- example scenario
  - creating a new context menu item 292
  - editing a tooltip 383
- External Source Average Availability rule 220
- External Source Average Value rule 221

## F

- Filter Subtree Monitors, context menu item 333
- Filter Subtree, context menu item 332
- Filters, context menu item 334
- Find Visible and Hidden Child CIs, context menu item 334
- formatting methods
  - KPIs 15, 20

## G

- Generic Formula Over Time Rule, tooltip 406
- Generic Formula Rule, rule 118
- Generic Sample Rule, rule 121
- Generic Sample Rule, tooltip 407
- Generic Sum of Values Over Time Rule, tooltip 408

Generic Sum of Values Over Time, rule 125  
 Generic Two Arguments Rule, tooltip 409  
 Generic Two Arguments, rule 129  
 Geo Map Sentence, tooltip 410  
 Geographical Map, context menu item 335  
 global attributes list 86  
 global parameters 85  
 Goto Report, context menu item 336  
 Group Average Value rule 223  
 Group Menu, context menu 274  
 group rules 74  
 GROUPBAR 17  
 groups
 

- dominant child calculation for status 148
- percentage threshold calculation for status 146
- weighted percentage calculation for status 147

## H

hidden parameters
 

- for business rules 91

 history calculation 87  
 history icon
 

- calculating status 89

 history status 90  
 History, tooltip 411  
 HP OpenView Service Navigator Rule, rule 133  
 HP OpenView Service Navigator Sentence, tooltip 412  
 HP System, KPIs 36  
 HP Worst Child Rule, rule 134  
 HP Worst Child Sentence, tooltip 413

## I

icons
 

- changing color 25
- changing image 25
- customizing 25
- KPIs 15

 Impact Over Time Rule, rule 135

Infrastructure Settings Manager
 

- defining Service Level Management rules 200
- repositories 56

 ITU Nodes, context menu 275  
 ITU Root, context menu 276

## K

KPI
 

- cloning 8
- overriding 8
- Service Level Management 56

 KPI Data Over Time, context menu item 336  
 KPI details 15  
 KPI Repository
 

- working with 8

 KPIs
 

- Application 30
- Availability 59
- Availability (Dashboard) 31
- Availability Six Sigma 59
- Bandwidth 32
- cloning a KPI 13
- color 15
- Component Availability 32
- creating KPIs scenario 10
- creating new KPIs 14
- Customer 33
- dependent 27
- dependent KPIs 27
- detailed description 29
- details 57
- DT Failed Impact 34
- DT Late Impact 34
- DT Total Impact 35
- editing a KPI using override 14
- formatting methods 15, 20
- HP System 36
- icons 15
- Latency 37
- Locations 38
- MTBF 61
- MTTR 61
- Number of Outages 62
- OT Impact 40

## Index

- Outage Duration 62
- Outages 63
- Performance 63
- Performance (Dashboard) 41
- Performance Six Sigma 64
- PNR (Dashboard) 42
- PNR (Service Level Management) 65
- repository overview 7
- Response Time 66
- RT Impact 43
- SAP 44
- SAP Alerts 45
- Sessions 46
- Siebel 47
- SLM Status 67
- System 48
- System Availability 67
- System Performance 68
- Task in Error 49
- tooltip colors, modifying 24
- Top View 50
- Transactions 50
- trend 15, 20
- units 15
- User 52
- User Availability 68
- User Performance 69
- Volume 53
  - working with the repository 7
- KPIs Over Time Report, context menu item 337

## L

- Last Sample
  - tooltip parameter 92
- last sample time 388
- Last Update
  - tooltip parameter 92
- last update 388
- Latency, KPIs 37
- Layers View, context menu item 337
- Locate CI in SLA, context menu 277
- Locate CI in SLA, context menu item 338
- Locate CI in View, context menu item 338
- Locate CI, context menu 276

- Locations Grouped Parent Rule, tooltip 414
- Locations Grouped Parent, rule 137
- Locations Grouped Rule, tooltip 415
- Locations Grouped, rule 139
- Locations, KPI 38

## M

- menu entity
  - specifying details 265
- modifying 90
- monitor rules 74
- Monitor Volume Sum Rule, rule 186
- MTBF (Mean Time Between Failures) -
  - Alternate rule 226
- MTBF (Mean Time Between Failures) rule 224
- MTBF KPI 61
- MTTR (Mean Time to Recover) rule 227
- MTTR KPI 61

## N

- New CI, context menu item 339
- New Folder, context menu item 340
- New Related CI, context menu item 341
- No Update Sentence, tooltip 415
- Number of Outages KPI 62
- Number of Outages rule 229
- Number of Running Sessions Rule, tooltip 417
- Number of Running Sessions, rule 142, 144
- Number of Tasks in Error Rule, tooltip 418

## O

- objective parameters for rules 84
- objectives
  - for rules 84
- OT Impact, KPI 40
- Outage Based on Availability rule 230
- outage business rules
  - Service Level Management 202
- Outage Duration KPI 62
- Outage Duration rule 232
- Outages Based on System Availability rule 231
- Outages KPI 63



- override
  - context menu 264
  - rules 76
- override KPI 14
- overriding
  - rules 81
- P**
- Page Layers View, context menu item 342
- Page Summary Report, context menu item 342
- parameter details for rules 83
- Percent Sentence, tooltip 419
- Percentage Rule, rule 145
- percentage, rule 146, 148
  - weighted percentage status calculation method 147
- Performance (Dashboard), KPI 41
- Performance KPI 63
- Performance Six Sigma KPI 64
- PNR (Dashboard), KPI 42
- PNR (Point of No Return) rule 233
- PNR (Service Level Management) KPI 65
- PNR\_BAR 17
- Problem Isolation, context menu item 343
- processor, context menu item 305
- Properties, context menu item 345
- Provider, context menu item 346
- R**
- Raw Data Over Time Report, context menu item 346
- Real Time Impact, rule 149
- Real Transaction Monitor Availability, tooltip 420
- Real Transaction Monitor Failed Business Impact, tooltip 421
- Real Transaction Monitor Late Business Impact, tooltip 422
- Real Transaction Monitor Performance, tooltip 423
- Real Transaction Monitor Total Business Impact, tooltip 424
- Real User Monitor business rules 201
- real-time status 88
- Rename Folder, context menu item 347
- repositories
  - and Infrastructure Settings Manager 56
  - context menu 266
- Repository
  - Business Rules 73
  - Business Rules detailed description 95
  - context menu item 291
- repository
  - context menu 261
  - Service Level Management business rules 197
- Response Time KPI 66
- Response Time Success Ratio rule 233
- Result in Dashboard 301
- RT Impact, KPI 43
- rule
  - creating 80
- rule parameters
  - Factor 132
  - First Field Name 132
  - Operator 132
  - Second Field Name 132
- rules 93
  - Average Availability of Weighted Volume 98
  - Average Latency of Weighted Volume 98
  - Average of Converted Performance Results in % 100
  - Average Performance of Weighted Volume in Percentages 102
  - Average Performance of Weighted Volume in Seconds 103
  - Best Child (Max.) 205
  - Best Child (Min.) 206
  - Best Child Rule 104
  - BPM Average Availability 207
  - BPM Average Response Time 208
  - BPM Max. Response Time 209
  - BPM Min. Response Time 210
  - BPM Outage 211
  - BPM Percentile 212
  - BPM Six Sigma Availability 214

## Index

- BPM Six Sigma Performance 215
- Children Success Ratio 216
- cloning 76
- Cluster Availability 218
- creating rule using cloning 80
- Customer Rule 105
- Dashboard PNR Rule 106
- Deep Transaction Monitor
  - Performance 111
- Deep Transaction Monitor Total Tx Business Impact 113
- Deep Transaction Tracing Monitor
  - Availability 107
- Deep Transaction Tracing Monitor Failed Tx Business Impact 109
- Deep Transaction Tracing Monitor Late Tx Business Impact 110
- Diagnostics for J2EE/.Net General 114
- Dummy rule 219
- editing global parameters 85
- editing using override 81
- EMS Simple Rule 116
- External Source Average Availability 220
- External Source Average Value 221
- Generic Formula Rule 118
- Generic Sample Rule 121
- Generic Sum of Values Over Time 125
- Generic Two Arguments 129
- global attributes list 86
- global parameters 85
- group 74
- Group Average Value 223
- group, monitor, sibling 200
- HP OpenView Service Navigator Rule 133
- HP Worst Child Rule 134
- Impact Over Time Rule 135
- Locations Grouped 139
- Locations Grouped Parent 137
- monitor 74
- Monitor Volume Sum Rule 186
- MTBF (Mean Time Between Failures) 224
- MTBF (Mean Time Between Failures) - Alternate 226
- MTTR (Mean Time to Recover) 227
- Number of Outages 229
- Number of Running Sessions 142, 144
- objective parameters 84
- Outage Based on Availability 230
- Outage Duration 232
- Outages Based on System Availability 231
  - overriding 76
  - parameters back to default 93
- Percentage Rule 145
- PNR (Point of No Return) 233
- Real Time Impact 149
- Real User Monitor business rules 201
- Response Time Success Ratio 233
- RUM Bandwidth 150
- RUM Component Availability 152
- RUM Event Monitor Volume 153
- RUM Latency 155
- RUM Page Availability 235
- RUM Page Average Response Time 235
  - RUM Page Monitor Availability 157
  - RUM Page Monitor Performance Rule 158
  - RUM Page Monitor Volume Rule 160
  - RUM Page Percentile 236
  - RUM Page Session User Availability 237
  - RUM Page Session User Performance 238
  - RUM Page Six Sigma Availability 236
  - RUM Page Six Sigma Performance 237
  - RUM Session Monitor Availability 161
  - RUM Session Monitor Performance 163
  - RUM Session Monitor Volume 165
  - RUM Transaction Availability 238
  - RUM Transaction Average Response Time 238
  - RUM Transaction Max. Response Time 239
  - RUM Transaction Min. Response Time 240
  - RUM Transaction Monitor Availability Rule 166

- RUM Transaction Monitor
  - Performance Rule 168
- RUM Transaction Monitor Volume
  - Rule 170
- RUM Transaction Outage 240
- RUM Transaction Percentile 241
- RUM Transaction Six Sigma
  - Availability 242
- RUM Transaction Six Sigma
  - Performance 242
- SAP Alerts 171
- Service Level Management Status 243
- Service Level Management Tracking
  - Period Alert 172
- Sessions Custom Data Rule 173
- SiteScope Average Availability 243
- SiteScope Average Value 244
- SiteScope Max. Value 245
- SiteScope Measurement Rule 174
- SiteScope Measurement Siebel
  - Processes Rule 176
- SiteScope Measurement Time Based
  - Rule 177
- SiteScope Measurement with Custom
  - Data Rule 178
- SiteScope Min. Value 246
- SiteScope Monitor Availability 249
- SiteScope Monitor Outage 247
- SiteScope Monitor Rule 179
- SiteScope Monitor Six Sigma 249
- SiteScope Monitor Time Based Rule
  - 181
- SiteScope Outage 250
- SiteScope Percentile 251
- SiteScope Vertical 183
- SiteScope Vertical Measurement 182
- Six Sigma Group 252
  - specifying details 82
- specifying rule parameter details 83
- Sum of Values Rule 185
- Summary of Values 187
- System Performance Success Ratio 253
- Transaction Availability Rule 187
- Transaction Performance Rule 189
- Transactions Grouped 192
- Transactions Grouped Parent 190
- Volume Average Value 255
- Worst Child (Max.) 256
- Worst Child (Min.) 257
- Worst Child Rule 194
- rules repository
  - working with 76
- RUM Application Error Monitor Menu,
  - context menu 277
- RUM Application Menu, context menu 277
- RUM Bandwidth, rule 150
- RUM Bandwidth, tooltip 425
- RUM Component Availability, rule 152
- RUM Component Availability, tooltip 426
- RUM End User Group Container Menu,
  - context menu 278
- RUM End User Group Menu, context menu
  - 278
- RUM End User's Menu, context menu 279
- RUM Errors Menu, context menu 279
- RUM Event Monitor Volume, rule 153
- RUM Event Monitor Volume, tooltip 427
- RUM Group Menu, context menu 280
- RUM HTTP Error Monitor Menu, context
  - menu 280
- RUM Informational Event Monitor Menu,
  - context menu 281
- RUM Informational Events Menu, context
  - menu 281
- RUM Latency, rule 155
- RUM Latency, tooltip 428
- RUM Page Availability rule 235
- RUM Page Average Response Time rule 235
- RUM Page Monitor Availability, rule 157
- RUM Page Monitor Availability, tooltip 430
- RUM Page Monitor Menu, context menu 282
- RUM Page Monitor Performance Rule, rule
  - 158
- RUM Page Monitor Performance, tooltip 431
- RUM Page Monitor Volume Rule, rule 160
- RUM Page Monitor Volume, tooltip 432
- RUM Page Percentile rule 236
- RUM Page Session User Availability rule 237
- RUM Page Session User Performance rule 238
- RUM Page Six Sigma Availability rule 236
- RUM Page Six Sigma Performance rule 237
- RUM Server Menu, context menu 282

## Index

- RUM Servers Menu, context menu 282
  - RUM Session Monitor Availability, rule 161
  - RUM Session Monitor Availability, tooltip 433
  - RUM Session Monitor Menu, context menu 283
  - RUM Session Monitor Performance, rule 163
  - RUM Session Monitor Volume, rule 165
  - RUM Session Monitor Volume, tooltip 435
  - RUM Transaction Availability rule 238
  - RUM Transaction Average Response Time rule 238
  - RUM Transaction Max. Response Time rule 239
  - RUM Transaction Min. Response Time rule 240
  - RUM Transaction Monitor Availability Rule, rule 166
  - RUM Transaction Monitor Availability, tooltip 436
  - RUM Transaction Monitor Menu, context menu 283
  - RUM Transaction Monitor Performance Rule, rule 168
  - RUM Transaction Monitor Performance, tooltip 437
  - RUM Transaction Monitor Volume Rule, rule 170
  - RUM Transaction Monitor Volume, tooltip 438
  - RUM Transaction Outage rule 240
  - RUM Transaction Percentile rule 241
  - RUM Transaction Six Sigma Availability rule 242
  - RUM Transaction Six Sigma Performance rule 242
- S**
- sample time 388
  - sample-based calculations 94
  - sample-based sampling 94
  - samples
    - saving details for Dashboard CIs 92
  - SAP Alert Acknowledgment
    - context menu 284
  - SAP Alert Status Sentence, tooltip 440
  - SAP Alerts, KPI 45
  - SAP Alerts, rule 171
  - SAP Menu
    - context menu 284
  - SAP System Menu
    - context menu 285
  - SAP Transaction Changes Report, context menu item 348
  - SAP Transaction Menu
    - context menu 285
  - SAP Transport Changes Report, context menu item 349
  - SAP Transport Menu
    - context menu 286
  - SAP, KPI 44
  - scenario
    - create new rules 77
  - scores, for calculating status 88
  - Server Requests, context menu item 350
  - Server Summary Report, context menu item 351
  - Service Level Management
    - business rules 204
    - KPIs 56
    - outage business rules 202
  - Service Level Management business rules repository 197
  - Service Level Management rules overview 199
  - Service Level Management Status rule 243
  - Service Level Management Tracking Period Alert, rule 172
  - Service Level Report, context menu item 352
  - Session Analyzer Report, context menu item 353
  - Sessions Custom Data Rule, rule 173
  - Sessions Custom Data Rule, tooltip 441
  - Sessions, KPI 46
  - Set/Unset Acknowledgement, context menu item 354
  - setting back to default 93
  - Show Complete Subtree, context menu item 355
  - Show Content, context menu item 356
  - Show Impact, context menu item 357

- Show in Top View, context menu item 358
  - Show Path to Root, context menu item 359
  - Show Problematic Subtree, context menu item 360
  - Show Processes, context menu item 361
  - Show Related CIs, context menu item 362
  - Show Related RFCs, context menu item 362
  - Show Running Tasks, context menu item 362
  - Show Subtree Monitors, context menu item 364
  - Show Tasks in Error, context menu item 365
  - Siebel, KPI 47
  - Sitescope Average Availability rule 243
  - Sitescope Average Value rule 244
  - SiteScope Group Menu context menu 287
  - Sitescope Max. Value rule 245
  - Sitescope Measurement Menu context menu 287
  - Sitescope Measurement Rule, rule 174
  - SiteScope Measurement Sentence, tooltip 442
  - Sitescope Measurement Siebel Process Rule, rule 176
  - SiteScope Measurement Siebel Processes Rule, tooltip 443
  - Sitescope Measurement Time Based Rule, rule 177
  - SiteScope Measurement Time-Based Sentence, tooltip 444
  - Sitescope Measurement with Custom Data Rule, rule 178
  - SiteScope Measurement with Custom Data Rule, tooltip 445
  - Sitescope Min. Value rule 246
  - Sitescope Monitor Availability rule 249
  - Sitescope Monitor Menu context menu 287
  - SiteScope Monitor Outage rule 247
  - Sitescope Monitor Rule, rule 179
  - SiteScope Monitor Sentence, tooltip 446
  - SiteScope Monitor Six Sigma rule 249
  - Sitescope Monitor Time Based Rule, rule 181
  - SiteScope Monitor Time-Based Sentence, tooltip 447
  - SiteScope Outage rule 250
  - SiteScope Percentile rule 251
  - SiteScope Vertical Measurement, rule 182
  - Sitescope Vertical Measurement, tooltip 448
  - SiteScope Vertical, rule 183
  - SiteScope, context menu item 366
  - Six Sigma Group rule 252
  - SLAs Summary Report, context menu item 367
  - SLM PNR Rule, tooltip 449
  - SLM Status KPI 67
  - Stage 1
    - Create the Context Menu Item 293
  - Stage 2
    - Add the Menu Item to a Context Menu 298
  - status
    - calculating for history icon 89
    - calculating for trend icon 90
    - calculations 88
  - status calculations 87
    - dominant child 148
    - percentage threshold 146
    - weighted percentage 147
  - status score 87
  - Stopped Sentence, tooltip 450
  - Sum of Values for KPI Sentence, tooltip 451
  - Sum of Values Rule, rule 185
  - Sum of Volume, tooltip 452
  - Summary of Values for KPIs, tooltip 453
  - Summary of Values, rule 187
  - Summary View, context menu item 367
  - System Availability KPI 67
  - System Performance KPI 68
  - System Performance Success Ratio rule 253
  - System, KPI 48
- T**
- Task in Error, KPI 49
  - threshold status calculation method 146
  - time-based calculations 94
  - time-based sampling 94
  - tooltip
    - No Update Sentence 415

## Index

- tooltip colors
  - KPIs 24
- tooltip details 386
- tooltip parameter
  - Availability 393
  - Node Name 393
  - Status 393
- Tooltip Parameter Details 460
- tooltip parameter details 387
- tooltip repository 381
- tooltip, cloning 384
- tooltips
  - Average Availability of Weighted Volume 393, 394, 395, 396
  - Average Latency of Weighted Volume 394
  - Average of Values for KPIs 396
  - Average Performance of Weighted Volume in % 397
  - Average Performance of Weighted Volume in Seconds 398
  - Best Child Sentence 399
  - cloning 384
  - Customer Sentence 400
  - Dashboard repository 381
  - detailed description 389
  - details 386
  - Diagnostics for J2EE General Sentence 401
  - Dollar Impact Over Time Sentence 402
  - Dollar Impact Sentence 403
  - Downtime Sentence 404
  - EMS Sentence 405
  - example scenario 383
  - Generic Formula Over Time Rule 406
  - Generic Sample Rule 407
  - Generic Sum of Values Over Time Rule 408
  - Generic Two Arguments Rule 409
  - Geo Map Sentence 410
  - History 411
  - HP OpenView Service Navigator Sentence 412
  - HP Worst Child Sentence 413
  - Locations Grouped Parent Rule 414
  - Locations Grouped Rule 415
  - Number of Running Sessions Rule 417
  - Number of Tasks in Error Rule 418
  - overriding 385
  - overriding existing 385
  - parameter details 387
  - Percent Sentence 419
  - Real Transaction Monitor Availability 420
  - Real Transaction Monitor Failed
    - Business Impact 421
  - Real Transaction Monitor Late
    - Business Impact 422
  - Real Transaction Monitor
    - Performance 423
  - Real Transaction Monitor Total
    - Business Impact 424
  - RUM Bandwidth 425
  - RUM Component Availability 426
  - RUM Event Monitor Volume 427
  - RUM Latency 428
  - RUM Page Monitor Availability 430
  - RUM Page Monitor Performance 431
  - RUM Page Monitor Volume 432
  - RUM Session Monitor Availability 433
  - RUM Session Monitor Volume 435
  - RUM Transaction Monitor
    - Availability 436
  - RUM Transaction Monitor
    - Performance 437
  - RUM Transaction Monitor Volume 438
  - SAP Alert Status Sentence 440
  - Sessions Custom Data Rule 441
  - SiteScope Measurement Sentence 442
  - SiteScope Measurement Siebel
    - Processes Rule 443
  - SiteScope Measurement Time-Based Sentence 444
  - SiteScope Measurement with Custom Data Rule 445
  - SiteScope Monitor Sentence 446
  - SiteScope Monitor Time-Based Sentence 447
  - Sitescope Vertical Measurement 448
  - SLM PNR Rule 449

- Stopped Sentence 450
- Sum of Values for KPI Sentence 451
- Sum of Volume 452
- Summary of Values for KPIs 453
- Transaction Availability Sentence 454
- Transaction Response Sentence 455
- Transactions Grouped Parent Rule 456
- Transactions Grouped Rule 457
- Trend 458
  - working with the repository 382
  - Worst Child Sentence 458, 459
- Tooltips Repository 381
  - working with 382
- Top View, context menu item 368
- Top View, KPI 50
- Topology Map, context menu item 369
- Tracking Report, context menu item 369
- Transaction Analysis, context menu item 370
- Transaction Availability Rule, rule 187
- Transaction Availability Sentence, tooltip 454
- Transaction Layers View, context menu item 372
- Transaction Measurement Menu
  - context menu 288
- Transaction Performance Rule, rule 189
- Transaction Response Sentence, tooltip 455
- Transaction Summary Report context menu item 373
- Transactions Grouped Parent Rule, tooltip 456
- Transactions Grouped Parent, rule 190
- Transactions Grouped Rule, tooltip 457
- Transactions Grouped, rule 192
- Transactions View, context menu item 373
- Transactions, KPI 50
- trend
  - KPIs 15, 20
- trend calculation 87
- trend icon
  - calculating status 90
- Trend Report context menu item 374
- trend status
  - modifying 90

- Trend, tooltip 458
- TrendRate 91
- Triage Report context menu item 376

**U**

- units
  - KPIs 15
- update time 388
- User Availability KPI 68
- User Performance KPI 69
- User, KPI 52

**V**

- Volume Average Value rule 255
- Volume, KPI 53
- VT Menu
  - context menu 289

**W**

- Worst Child (Max.) rule 256
- Worst Child (Min.) rule 257
- Worst Child Rule, rule 194
- Worst Child Sentence, tooltip 458, 459