Internet Services Report Pack

Software Version: 1.0

HP OpenView Performance Insight

User Guide

July 2005

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Contents

1 Overview

This chapter covers the following topics:

- OVPI and internet service reporting
- Folders and reports
- Time periods, special terms, and statistics
- Provisioning
- Ways to customize reports
- Sources for additional information

OVPI and Internet Service Reporting

HP OpenView Performance Insight (OVPI) is a performance management and reporting application. Long-term data collection, in-depth analysis, and automated web-based reporting are this application's primary strengths. OVPI can be integrated with network management and system management applications, including NNM and OVO. Integration enhances fault isolation and problem diagnosis.

The Internet Services Report Pack installs on OVPI and provides detailed information about services that are critical to a successful business. This package enables enterprises and service providers to monitor services, spot problem areas, and predict what performance will be like in the future. The Internet Services Report Pack automates the following chores:

- Centralized reporting
- Centralized OVIS data warehousing
- Performance baselining
- Performance forecasting
- Cross-domain reporting using data from other OVPI reporting solutions

Internet Services will give you a new perspective on availability, response time, throughput, and service level violations. Performance is analyzed by day and by month:

- By day, with day-to-day comparisons
- By day, with comparison to a 30-day rolling baseline
- By month, with month-to-month comparisons

In addition to examining performance by day and by month, Internet Services provides estimates for response time, throughput, and service level violations 30, 60, and 90 days into the future.

Folders and Reports

Internet Services 1.0 includes twenty reports. If you are viewing this package from the Web Access Server, you will see the following folders:

- Detail
- Hot Spots
- Forecasts
- Summary

The **detail folder** contains the following probe and service reports:

- Daily Probe Type Detail
- Monthly Probe Type Detail
- 30 Day Probe Type Detail
- Daily Service Detail
- Monthly Service Detail
- 30 Day Service Detail

The **hot spots folder** contains the following probe and service reports:

- Daily Probe Type Hot Spots
- Monthly Probe Type Hot Spots
- 30 Day Probe Type Hot Spots
- Daily Services Hot Spots
- Monthly Services Hot Spots
- 30 Day Services Hot Spots

The **forecast folder** contains the following probe and service reports:

- Probe Type Forecast
- Service Forecast

The **summary folder** contains the following probe and service reports:

- Daily Probe Type Summary
- Monthly Probe Type Summary
- 30 Day Probe Type Summary
- Daily Service Summary
- Monthly Service Summary
- 30 Day Service Summary

Time Periods

Aside from the forecast reports, every report fits into one of the following categories:

- Daily
- Monthly

- 30 day

The daily report begins with statistics for yesterday and allows you to compare yesterday's statistics to performance over the preceding 30 days. The tables at the top of the report look at data for the selected day, while the graphs below let you see a full 30 days of data.

The monthly report lets you see what the trend has been for the past 12 months. This report provides:

- An aggregation for month-to-date (the beginning of the current month until yesterday)

- An aggregation for previous calendar months, up to a maximum of 12 months

The 30 day report aggregates data for the preceding 30 days. The tables at the top look at totals and averages for a rolling 30 day baseline, while the graphs below provide data for each day within the rolling 30 day baseline.

Special Terms and Statistics

The following table defines special terms and statistics.

Term	Definition
Availability	The percentage of tests that were successful; serves as an estimate of service availability.
Customer	The customer as defined in the OVIS Server; the name of the customer for whom services are being monitored.
OVIS test	One execution of a simulated service from one probe system to one target.
Probe System	Also referred to as a probe. The system that contains software that initiates the simulated service, measures the results, and sends the results back to the OVIS server.
Probe type	Also referred to as Service Type or just Service in the OVIS system. A simulated network business activity, such as HTTP, FTP, DNS, etc.
Response time	The response time measured by probe systems for successful OVIS tests. In a daily report, and in the graphs of 30 day reports, response time is the highest (worst) hourly average for each day.

In a monthly report, and in the selection tables of 30 day reports, response time is the average of the highest hourly average for each day. The graphs in monthly reports also show the maximum of the daily highest hourly averages during the month. |
| Service | Also referred to as Service Group in the OVIS system. A grouping of measurements of a single service or probe type that have common service level objectives. |
| Service level violation | The number of tests that exceeded a threshold as defined by the OVIS system user. |

Term	Definition
Target	The target of the simulated service. This could be a URL, a DNS server, an FTP server, etc.
Throughput	The throughput measured by probe systems for successful OVIS tests. The throughput displayed in daily reports, and in the graphs of 30 day reports, is the lowest (worst) hourly average for each day. The throughput displayed in monthly reports, and in the selection tables of 30 day reports, is the average of the lowest hourly average for each day. The graphs in the monthly reports also show the minimum of the daily lowest hourly averages during the month. **Note:** Not all OVIS tests measure throughput.

Provisioning

There is no need to provision this report pack. Provisioning is unnecessary. OVPI uses customer information maintained by the OVIS Management Server to populate the appropriate table in the Common Property Tables package, then the report pack uses the customer data in that table to populate reports with customers. As a result:

* OVPI knows which services belong to each customer

* OVPI knows which probe types are used by each customer

Integration with NNM

If you use NNM as well as OVPI, you have the option of improving your ability to diagnose problems by integrating OVPI with NNM. To integrate OVPI and NNM, install the NNM/OVPI Integration Module. The Integration Module includes a set of packages for NNM and a set of packages for OVPI.

When OVPI and NNM are integrated, you can launch the reports in Internet Services 1.0 directly from NNM. The reports in Internet Services 1.0 (as well as the reports in any other OVPI report packs you are using) are listed in the Report Launchpad window. The NNM operator can open this window from:

* NNM maps (ovw)

* NNM Extended Topology dynamic view

* NNM alarm browser

OVIS Management Servers are already integrated with NNM and the NNM alarm browser. For this reason, Internet Services 1.0, unlike most report packs, does not include a thresholds sub-package.

Ways to Customize Reports

You can customize the contents of a report by applying group filters, by editing parameters, and by editing tables and graphs. While service providers, or any organization that wants to share reports with customers, use group filters to create customer-specific reports, any user can apply constraints to a report, edit a table, or edit a graph. For details about view options for tables and graphs, see Appendix A, Editing Tables and Graphs.

Group Filters

If you intend to share reports with customers, you must configure OVPI to produce customer-specific reports. Configuring OVPI to product customer-specific reports involves the following tasks:

* Importing custom property information (customer names and device locations) using Common Property Tables

* Creating a group account for all of the users affiliated with a particular customer

* Creating a group filter for the group account

For more information about group filters, refer to the *OVPI 5.1 Administration Guide.*

Editing Parameters

Editing a parameter applies a constraint. The constraint eliminates data you are not interested in seeing. For example, if you edit the Customer Name parameter, data for every customer except the customer you typed in the Customer Name field would drop from the report. Internet Services 1.0 supports the following parameters:

* Customer

* Service

* Probe Type

* Cust_id

If you are using the Web Access Server to view reports remotely, edit parameters by clicking the Edit Parameters icon at the bottom right-hand corner of the report. When the Edit Parameters window opens, enter the constraint in the field and click **Submit.**

If you are using Report Viewer, select **Edit > Parameter Values** from the menu bar. When the Modify Parameter Values window opens, click the **Current Value** field. Type a new value and click **OK**.

Sources for Additional Information

This user guides provides samples of some of the reports in the Internet Services Report Pack 1.0. The demo package that comes with Internet Services 1.0 contains a sample of every report in the package. If you have access to the demo package and you want to know what fully-populated reports look like, install the demo package. Like real reports, demo reports are interactive. Unlike real reports, demo reports are static.

The following documents are related to Internet Services 1.0:

- *Internet Services Report Pack 1.0 Release Statement*

- *Common Property Tables 3.5 User Guide*

- *NNM / OVPI Integration Module 2.0 User Guide*

- *OVIS 5.0 Custom Probes API Guide, September 2003*

- *OVPI Report Packs, Version 8.0: Release Notes, June 2005*

Manuals for the core product, OVPI, and manuals for the reporting solutions and shared packages that run on OVPI, can be downloaded from this site:

http://www.managementsoftware.hp.com

Select **Support** > **Product Manuals** to reach the **Product Manuals Search** page. The user guides for OVPI are listed under **Performance Insight**. The user guides for report packs and datapipes are listed under **Performance Insight Reporting Solutions**.

The manuals listed under **Performance Insight Reporting Solutions** indicate the month and year of publication. If a manual is revised and reposted, the date of publication will change even if the software version number does not change. Since we post revised manuals on a regular basis, we recommend searching this site for updates before making use of an older manual that might not be the latest version available.

2 Installing Packages

This chapter covers the following topics:

- Guidelines for a smooth installation
- Installing Internet Services 1.0
- Defining OVIS collections
- Accessing deployed reports
- Changes to the object model
- Seeing performance data in reports
- Package removal and OVIS system removal

Guidelines for a Smooth Installation

An OVPI reporting solution consists of at least two installable packages, a report pack and one datapipe, or sometimes a report pack and multiple datapipes. When you install the datapipe, you configure OVPI to collect a specific type of performance data at a specific polling interval. When you install the report pack, you configure OVPI to summarize and aggregate the data collected by the datapipe.

The June 2005 report pack CD contains the latest shared packages, report packs, and datapipes. If you have already extracted packages from the CD, every package, including the Internet Services Report Pack, was copied to the Packages directory on your system and is ready to install. If you have not extracted packages from the report pack CD, see the package extraction procedure later in this chapter.

OVIS and OVPI on the Same System

You may install OVPI on the same system that is running OVIS. However, we recommend installing OVPI and OVIS on separate systems. If you decide to install OVPI and OVIS on the same system, you must add a new line to the systems host file:

```
/windows/system32/drivers/etc/hosts
```

The new line must specify

- The system's IP address
- An alternate hostname for the OVIS system

Use the alternate hostname when you define OVIS collections. For details about defining OVIS Collections, see Defining OVIS Collections.

Prerequisites for the Report Pack

Make sure the following software is already installed before installing Internet Services:

*   OVPI 5.0 or 5.1
*   Any service pack available for the version of OVPI (5.0 or 5.1) you are running
*   Common Property Tables 3.5

Upgrading Common Property Tables

If you are running an older version of Common Property Tables, upgrade to the latest version by installing the "to_3.5" upgrade package. If you are not running any version of Common Property Tables, there is no need to do anything, since Package Manager will install the latest version of Common Property Tables for you, automatically.

Do not install an upgrade for Common Property Tables *and* other packages at the same time. Install the upgrade package for Common Property Tables and *only* the upgrade package for Common Property Tables. For more information about installing and using Common Property Tables, refer to the *Common Property Tables 3.5 User Guide*.

Distributed Systems

If your system is distributed, the installation procedure is more complicated. Following is a summary of the installation procedure for a distributed system:

1   Verify that every server is running the same version of OVPI and all available service packs for that version.

2   Disable trendcopy on the central server.

3   If necessary, upgrade Common Property Tables.

4   Install Internet Services 1.0 on the central server; deploy reports.

5   For each satellite server:

    *   Upgrade Common Property Tables
    *   Install these packages:
        — Internet Services Report Pack 1.0
        — Internet Services Report Pack Datapipe 1.0

6   Re-enable trendcopy on the central server.

When installation is complete, you must set up connections with satellite server databases, configure trendcopy pull commands, and switch off aggregations at each satellite server. These steps are covered in .

Installing Internet Services 1.0

This section covers the following tasks:

*   Task 1: Extract packages from the report pack CD
*   Task 2: If necessary, upgrade Common Property Tables

- Task 3: Install these packages:
  - — Internet Services 1.0
  - — Internet Services Datapipe 1.0

Task 1:   Extract packages from the report pack CD

1   Log in to the system. On UNIX systems, log in as root.

2   Stop OVPI Timer and wait for processes to terminate.

Windows: Select **Settings > Control Panel > Administrative Tools > Services**.

UNIX: As root, type one of the following:

>   HP-UX: **sh /sbin/ovpi_timer stop**

>   Sun: **sh /etc/init.d/ovpi_timer stop**

3   Insert the report pack CD in the CD-ROM drive. On Windows, a Main Menu displays automatically; on UNIX, mount the CD, navigate to the top-level directory for the CD drive, and type the setup command.

4   Select OVPI report packs by typing **1** in the choice field and pressing Enter. The install script displays a percentage complete bar. When extraction finishes, the install script starts Package Manager. The Package Manager welcome window opens.

If you navigate to the Packages directory on your system, you will see the following folders under the Internet Services folder:

- Internet_Services.ap
- Internet_Services_Demo.ap

Installing the demo package is optional. You may install the demo package and only the demo package, or you can install the demo package along with everything else.

Task 2:   Upgrade to Common Property Tables 3.5

If you are running version 2.2 or 3.0, upgrade to version 3.5. Observe these rules:

- Do not install other packages at the same time; install the upgrade package for Common Property Tables and *only* the upgrade package for Common Property Tables.

- When prompted to accept or disable the option to Deploy Reports, accept the default. If you do not deploy reports, you will not have access to the forms that come with Common Property Tables.

- When the install finishes, click **Done** to return to the Management Console.

If you need help with the upgrade, refer to the *Common Property Tables 3.5 User Guide*.

Task 3:   Install the report pack and the datapipe

1   From the Management Console select **Tools > Package Manager**. The Package Manager welcome window opens.

2   Click **Next.** The Package Location window opens.

3   Click **Install**. Approve the default installation directory or use the browse feature to select a different directory if necessary.

4   Click **Next.** The Report Deployment window opens. Accept the default for Deploy Reports; accept the default for application server name and port. Type your username and password for the OVPI Application Server.

5   Click **Next.** The Package Selection window opens.

6   Click the check box next to the following package:

> *Internet Services 1.0*
>
> *Internet Services Datapipe 1.0*
>
> *Internet Services Demo* (optional)

7   Click **Next.** The Type Discovery window opens.

8   Disable the default to run Type Discovery immediately after package installation.

➤   The Internet Services package does not require Type Discovery. However, if you are installing other report packs in addition to Internet Services, you may need to run Type Discovery for those packages.

9   Click **Next.** The Selection Summary window opens.

10 Click **Install.** The Installation Progress window opens and the install process begins. When the install finishes, a package install complete message appears.

11 Click **Done** to return to the Management Console.

12 Restart OVPI Timer.

Windows: Select **Settings > Control Panel > Administrative Tools > Services**.

UNIX: As root, type one of the following:

> HP-UX: `sh /sbin/ovpi_timer start`
>
> Sun: `sh /etc/init.d/ovpi_timer start`

When the Internet Services Report Pack and the associated datapipe are installed, your next task is to define OVIS collections.

Defining OVIS Collections

Defining an OVIS collection entails adding the OVIS system as a supported database. Once the OVIS system is recognized as a supported database, the Internet Services Datapipe will begin collecting data from it.

Follow these steps to add an OVIS system as a supported database:

➤   The wording in this section asumes that OVPI and OVIS are installed on separate systems. If this is not the case, review the text on page 13 about using an alternate hostname for OVIS.

1   Start the Management Console.

2   Click the Systems icon located on the left-hand side of the Management Console.

3   Expand the information under the OVPI system by clicking "+".

4   Right-click the Databases folder and select **Add Database**. The Add Database Wizard opens.

5   Click **Next**.

6   Select **Generic Supported Database** and click **Next**. The Database Connection Information window opens.

7   Add the following database connection information in the window shown below:

- Hostname – Either the host name or the IP address of the OVIS server
- Port – The TCP/IP port number

  ► The port number for an OVIS system installed on Oracle is normally 1521. If this number is not valid, check with your Oracle DBA. For help determining the SQL server port number, see below.

- Description – Must include either "OVIS" or "ovis" to enable collection of OVIS data
- Vendor – Select the database vendor for the OVIS system
- Database Instance – Specify OVOPS for SQL server; reporter for Oracle
- Database Username – Username with access to the OVIS database
- Password – Database password

8 Click **Next**.

9 Type a unique, identifying System name and (optional) description and click **Next.** The Summary window opens.

► Do not include spaces or numbers in the name. This restriction is temporary. Spaces and numbers will be permitted once defects in the ovis_datapipe executable and ee_collect are fixed. Bug fixes are covered in the *Internet Services Report Pack Release Statement*.

10 Click **Finish.**

Determining the Port Number

Follow these steps to determine the port number for a SQL Server OVIS system:

1 Execute `svrnetcn.exe` from the command line. The SQL Server Network Utility opens.

2 Verify that TCP/IP is selected in the Enabled Protocols section.

3 Click **Properties.** The port number appears in the pop-up window.

Collecting Data from OVIS

Once the OVIS system has been added as a supported database, the Internet Services Datapipe will begin collecting data automatically. Because OVIS systems store data for a number of days, the initial collection may take a long time. If the OVIS system is using the default, data will be stored for 7 days. Subsequent collections will complete much faster, since only incremental data will be collected.

There are two ways to stop collecting data from an OVIS system:

- Using the Management Console, delete the system as a supported database.

- Edit the database description, removing any reference to "OVIS" or "ovis".

Accessing Deployed Reports

When you installed the Internet Services package, you enabled the Deploy Reports option. As a result, the reports in this package (as well as any forms that come with the package) were deployed to the OVPI Application Server. Once reports reside on the OVPI Application Server, you have two ways to view them:

- OVPI client applications

- Web browser

If the client applications are installed on your system, you have access to Report Viewer, Report Builder, and the Management Console. If the client applications are not installed on your system, using a web browser is the only way you can view reports.

For more information about the clients, refer to the *OVPI 5.1 Installation Guide*. For details about the Management Console, including how to use the Object/Property Management view to launch reports specific to a selected object, refer to the *OVPI 5.1 Administration Guide*.

Changes to the Object Model

Installing Internet Services 1.0 modifies the object model maintained by OVPI. The following objects are added to the customer view model:

- Service

- OVIS Probe type

OVIS customers are viewable from the Management Console by doing the following:

Select **Objects > View > Change View > Customers**

You can view any report in the Internet Services 1.0 package by highlighting a customer and selecting one of the reports listed under Object Specific Reports. For example:

> **Customer XYZ > Object Specific Reports > Daily Probe Type Hot Spots**

The report that opens will be constrained, containing data for customer XYZ only. You can launch summary or detail reports by selecting a specific probe type or service, as follows:

> **XYZ > Probe Type N > Daily Probe Type Detail Report**

> **Customer XYZ > Service N > Daily Service Summary Report**

The report that opens will be constrained, containing data for N probe type, or N service, for customer XYZ only.

Seeing Performance Data in Reports

If you are familiar with other OVPI reports, you know that Near Real Time reports are the first reports to populate with data. Since there are no NRT reports in this package, you will not see data right away. Processing occurs at night, so the earliest that data will appear in reports is tomorrow.

In the days immediately following installation, you will see some data in daily reports, 30 day reports, and monthly reports, specifically:

* In daily reports, totals and averages for each day for which you have data

* In the 30 day reports, aggregated data representing all the days for which you have data

* In the monthly reports, month-to-date aggregations in selection tables

If the data you collected includes data for any part of the previous calendar month, the graphs in monthly reports will be populated. If the data you collected has no data for the previous month, the graphs in monthly reports will be empty. These graphs will remain empty until you begin collecting data on the first day of the next month.

Forecast reports are generated from a rolling baseline. Although forecast reports will contain some data before the first rolling baseline (30 days) is complete, reliable forecasts will not be available until the first rolling baseline is complete.

Package Removal and OVIS System Removal

Follow the steps under Task 1 to uninstall Internet Services. Removing Internet Services will automatically remove the datapipe. Task 2, which tells you how to remove an OVIS system defined as a Generic Supported Database, is good practice; however, performing this task is not absolutely necessary.

Task 1:   Uninstalling Internet Services

1   Log in to the system. On UNIX systems, log in as root.

2   Stop OVPI Timer and wait for processes to terminate.

   Windows: Select **Settings > Control Panel > Administrative Tools > Services.**

   UNIX: As root, do one of the following:

   > HP-UX: **sh /sbin/ovpi_timer stop**

Sun: `sh /etc/init.d/ovpi_timer stop`

3   Start Package Manager. The Package Manager welcome window opens.

4   Click **Next.** The Package Location window opens.

5   Click **Uninstall.**

6   Click **Next.** The Report Undeployment window opens.

7   If Internet Services reports were deployed from this server, accept the defaults for Undeploy Reports, Application Server Name, and Port. If Internet Services reports were **not** deployed from this server, clear the check box and skip to step 9.

8   Type the username and password for the OVPI Application Server.

9   Click **Next.** The Package Selection window opens.

10 Click the check box next to the following package:

   Internet Services Report Pack 1.0

11 Click **Next.** The Selection Summary window opens.

12 Click **Uninstall.** The Progress window opens and the removal process begins. When the uninstall process is complete, a package removal complete message appears.

13 Click **Done** to return to the Management Console.

14 Restart OVPI Timer.

   Windows: Select **Settings > Control Panel > Administrative Tools > Services.**

   UNIX: As root, do one of the following:

   HP-UX: `sh /sbin/ovpi_timer start`

   Sun: `sh /etc/init.d/ovpi_timer start`

Task 2:   Removing any OVIS systems defined as a Generic Supported Database

1   Click the Systems icon on the left-hand side of the Management Console.

2   Select the local system. OVPI and generic databases appear in the main window.

3   Right-click the OVIS system and select **Delete System...**

4   Click **Yes** in the pop-up window.

The OVIS system is now removed.

3 Setting Up a Distributed System

This chapter explains how to:

- Verify correct package installation
- Configure the central server
- Configure each satellite server

Verifying Correct Package Installation

If you intend to run Internet Services 1.0 as a distributed system, you must configure all of the servers in the system. Before doing that, verify that you have the right packages installed on each server.

Packages on the Central Server

- Internet Services Report Pack 1.0; with reports deployed to the OVPI Application Server
- Common Property Tables 3.0 or 3.5; with forms deployed to the OVPI Application Server

Packages on Each Satellite Server

- Internet Services Report Pack 1.0; reports deployed
- Common Property Tables 3.0 or 3.5; forms deployed
- Internet Services Report Pack Datapipe 1.0

Typically, the central server does not poll. If you want the central server in your system to poll, install the datapipe on the central server. If you need local reporting, that is, if you want to use the satellite server to see reports and forms, deploying reports to the OVPI Application Server when you install packages on a satellite server is mandatory. If the central server is the only server you will use to view reports and forms, deploying reports during package installation on a satellite server is optional.

Configuring the Central Server

To configure the central server, perform the following tasks:

- Task 1: Set up connections with satellite server databases
- Task 2: Configure trendcopy pull commands

Task 1: Set up connections with satellite server databases

1 Start the Management Console.

2   Click the **Systems** icon on the lower left. The System/Network Administration pane opens.

3   Right-click the **Databases** folder. When prompted, select **Add OVPI Database**. The Add Database Wizard opens.

4   Click **Next**.

5   Type the hostname and port number for the database you want to add; click **Next**.

6   Review the Summary. Repeat Steps 4 and 5 for each additional database.

7   Click **Finish** when you finish adding databases.

Task 2:   Configure trendcopy pull commands

1   Open this file: `$DPIPE_HOME/scripts/Internet_Services_Hourly.pro`

2   For block2, remove the "#" from the `begin` and `end` lines.

3   Modify each trendcopy command, adding the name of the central server and the name of each satellite server.

4   If necessary, add more commands.

Configuring Satellite Servers

Switching-off higher level aggregations on a satellite server disables all reports except NRT reports. If you need the full complement of reports at the local level, do not switch-off the higher level aggregations. If the full complement of reports at the local level is not needed, follow these steps to switch-off higher-level aggregations:

1   Open this file: `$DPIPE_HOME/lib/trendtimer.sched`

2   Comment out the line referencing `Internet_Services_Daily.pro`

4 Hot Spots

Hot Spots reports improve your visibility into the services and probe types that are experiencing the worst performance. Each report pinpoints the 10 services or 10 probe types with the highest service level violations, lowest availability, highest response time, and lowest throughput.

The Hot Spots folder contains three probe type reports and three service reports:

* 30 Day Probe Type Hot Spots

* Daily Probe Type Hot Spots

* Monthly Probe Type Hot Spots

* 30 Day Services Hot Spots

* Daily Services Hot Spots

* Monthly Services Hot Spots

If you want to watch for problem areas as they arise, use the daily reports. As soon as you spot a problem area, you can investigate it further by using the summary and detail reports in the other folders.

The monthly reports show (1) the month-to-date totals and the month-to-date averages for the current month and (2) the complete monthly totals/averages for previous months. Use these reports to compare actual performance to monthly Service Level Agreements.

The 30 Day reports provide an aggregated view of recent performance. These reports smooth out daily anomalies, while crossing the boundary between two months.

See below for samples of the following reports:

* 30 Day Probe Type Hot Spots

* 30 Day Services Hot Spots

Internet Services

30 Day Probe Type Hot Spots

The 30 Day Probe Type Hot Spots Report provides lists of probe types that had the worst performance (service level violations, availability, response time and throughput) for the preceding 30 days.

Customer

| All Customers |
| ACME |
| Internet Services, Ltd. |
| Web Monitoring Corp. |

Sevice Level Violations
Most Service Level Violations

	Probe Type	Violations
1	HTTP	35,255
2	EXCHANGE	24,942
3	RADIUS	19,423
4	HTTP_TRANS	6,839
5	DHCP	2,276
6	ODBC	1,390
7	STREAMING_MEDIA	1,268
8	IMAP4	526
9	WAP	246
10	DNS	212

Availability
Worst 30 Day Availability (Percent)

	Probe Type	Availability
1	ODBC	0.0
2	RADIUS	0.0
3	EXCHANGE	5.3
4	DHCP	53.4
5	HTTPS	53.9
6	IMAP4	62.1
7	HTTP_TRANS	68.8
8	HTTP	78.9
9	WAP	82.3
10	MAILROUNDTRIP	98.9

Response Time
Worst 30 Day Average (Seconds)

	Probe Type	Response Time
1	STREAMING_MEDIA	22.91
2	HTTP	15.04
3	WAP	6.81
4	MAILROUNDTRIP	6.34
5	HTTP_TRANS	4.02
6	SAP_BASIS	1.37
7	SCRIPT	1.34
8	POP3	1.27
9	IMAP4	1.13
10	FTP	1.02

Response time displayed is the average of the daily maximum hourly averages over the previous 30 days.

Throughput
Worst 30 Day Average (Bytes / Second)

	Probe Type	Throughput
1	NTP	0.23
2	ICMP	0.41
3	NNTP	0.69
4	DHCP	0.97
5	IMAP4	2.08
6	STREAMING_MEDIA	2.57
7	WAP	2.70
8	SMTP	4.78
9	HTTPS	16.39
10	HTTP	39.04

Throughput displayed is the average of the daily minimum hourly averages over the previous 30 days.

Internet Services

30 Day Services Hot Spots

The 30 Day Services Hot Spots Report provides lists of services that had the worst performance (service level violations, availability, response time and throughput) for the preceding 30 days.

Customer

ACME
Internet Services, Ltd.
Web Monitoring Corp.
XYZ, Incorporated

Sevice Level Violations
Most Service Level Violations

	Service	Violations
1	ACME HTTP1	25,147
2	ACME DHCP	2,276
3	ACME HTTP2	233
4	ACME DNS	188
5	WINSAT5 FTP	66
6	ACME ICMP	0
7	ACME ODBC	0
8	Smith DHCP	0

Availability
Worst 30 Day Availability (Percent)

	Service	Availability
1	ACME ODBC	0.0
2	Smith DHCP	26.2
3	ACME DHCP	72.8
4	ACME HTTP2	97.2
5	ACME HTTP1	97.3
6	ACME DNS	99.9
7	ACME ICMP	99.9
8	WINSAT5 FTP	99.9

Response Time
Worst 30 Day Average (Seconds)

	Service	Response Time
1	ACME HTTP2	18.04
2	ACME HTTP1	17.72
3	WINSAT5 FTP	1.54
4	Smith DHCP	0.95
5	ACME DHCP	0.77
6	ACME DNS	0.49
7	ACME ICMP	0.03

Throughput
Worst 30 Day Average (Bytes / Second)

	Service	Throughput
1	ACME ICMP	0.29
2	Smith DHCP	0.57
3	ACME DHCP	0.85
4	ACME HTTP2	4.20
5	ACME HTTP1	4.61
6	WINSAT5 FTP	114.00

Response time displayed is the average of the daily maximum hourly averages over the previous 30 days.

Throughput displayed is the average of the daily minimum hourly averages over the previous 30 days.

5 Summary Reports

The reports in the summary folder provide statistics at the service and probe type level. The summary folder contains the following reports:

- 30 Day Probe Type Summary
- Daily Probe Type Summary
- Monthly Probe Type Summary
- 30 Day Service Summary
- Daily Service Summary
- Monthly Service Summary

Summary reports provide a historical context for hot spots reports. For example, if a report in the Hot Spots folder has just alerted you to a problem, you can use the corresponding summary report to find out whether you are dealing with an unusual situation that could not have been predicted or a trend that has been steadily worsening over time.

In a summary report, you drill down from a customer to a list of services or probe types associated with the customer. For each probe type or service, you have the following aggregated statistics:

- Service level violations
- Availability
- Response time
- Throughput

The figures in the probe type/service selection table aggregate data for every probe type/target associated with each probe type or service. Beneath the probe type/service table are graphs for service violations, availability, response time, and throughput. Use these graphs to see what the trend has been like for the past 30 days and the past 12 months.

See below for two sample reports, the Daily Probe Type Summary and the Daily Service Summary.

Internet Services

Daily Probe Type Summary

The Probe Type Summary Report presents performance statistics for probe types associated with a given customer for the selected day. By selecting a particular probe type, the user can see its service level violations, availability, response time and throughput over the preceding 30 days.

| Customer	Day
All Customers	March 8, 2004
ACME	March 7, 2004
Internet Services, Ltd.	March 6, 2004
Web Monitoring Corp.	March 5, 2004

Probe Type Performance
Sorted by number of service level violations

| Probe Type	Service Level Violations	Availability	Response Time	Throughput
HTTP	1,154	71.28	20.97	61.68
EXCHANGE	864	0.00		
RADIUS	576	0.00		
HTTP_TRANS	289	74.91	2.37	74.55
DHCP	78	49.65	0.70	1.02
DNS	10	99.88	0.65	
FTP	4	100.00	1.14	56.42
ODBC	0	0.00		
HTTPS	0	50.00	0.61	17.48
STREAMING_MEDIA	0	100.00	22.62	

Service Level Violation
HTTP
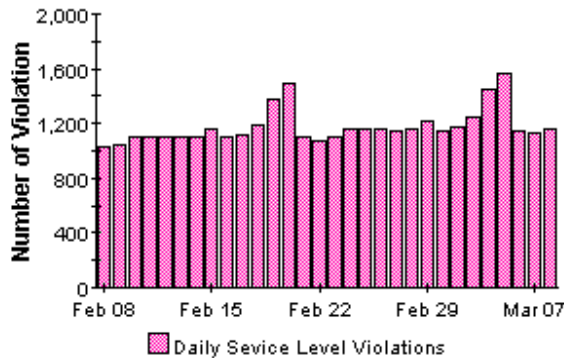
Availability
HTTP
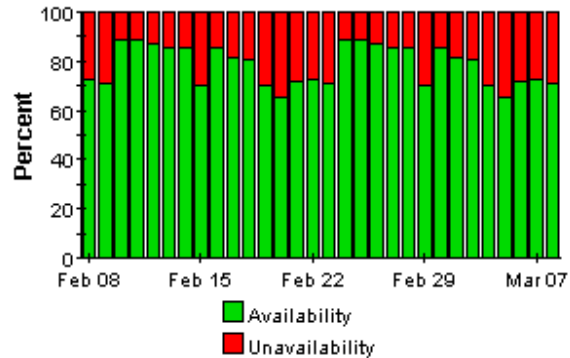
## Response Time
HTTP
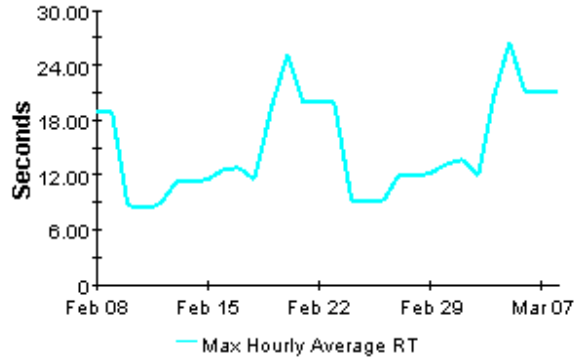
Response time displayed is the maximum hourly average per day.

Throughput
HTTP
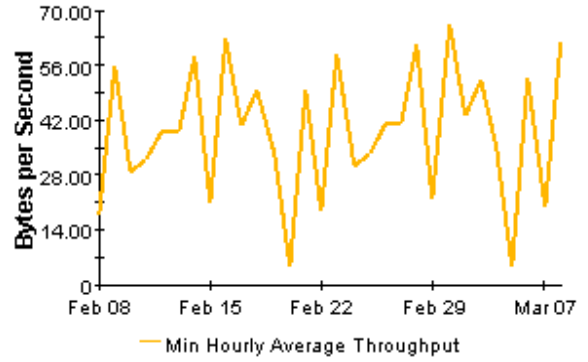
Throughput displayed is the minimum hourly average per day.

Internet Services

Daily Services Summary

The Services Summary Report presents performance statistics for services associated with a given customer for the selected day. By selecting a particular service, the user can see its service level violations, availability, response time and throughput over the last 30 days.

Customer	Day
ACME	March 8, 2004
Internet Services, Ltd.	March 7, 2004
Web Monitoring Corp.	March 6, 2004
XYZ, Incorporated	March 5, 2004

Service Performance
Sorted by number of service level violations

Service	Service Level Violations	Availability	Response Time	Throughput
ACME HTTP1	864	99.88	18.67	4.51
ACME DHCP	78	72.92	0.73	0.97
ACME DNS	9	100.00	0.95	
WINSAT5 FTP	4	100.00	1.81	89.07
ACME HTTP2	2	99.31	18.06	4.72
ACME ODBC	0	0.00		
Smith DHCP	0	26.39	1.08	0.52
ACME ICMP	0	100.00	0.03	0.34

Service Level Violation
ACME HTTP1
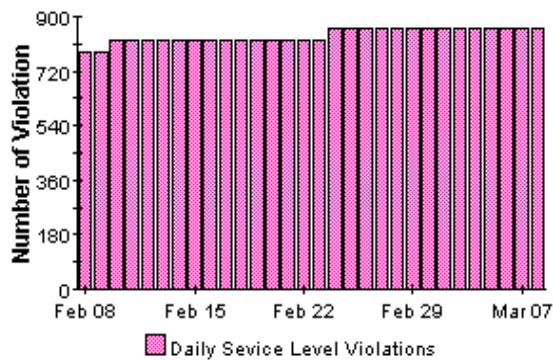
Availability
ACME HTTP1
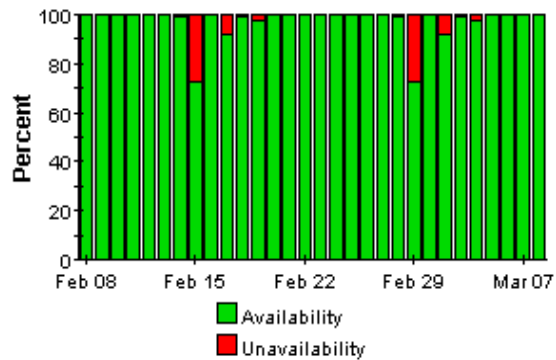
Response Time
ACME HTTP1
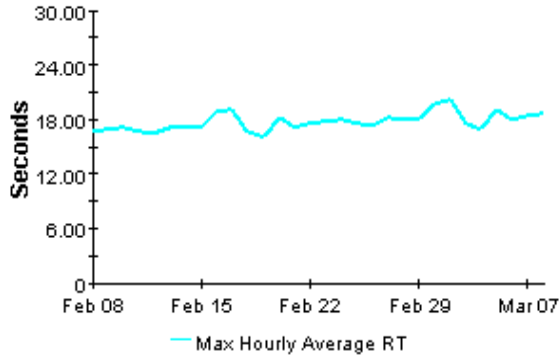
Response time displayed is the maximum hourly average per day.

Throughput
ACME HTTP1
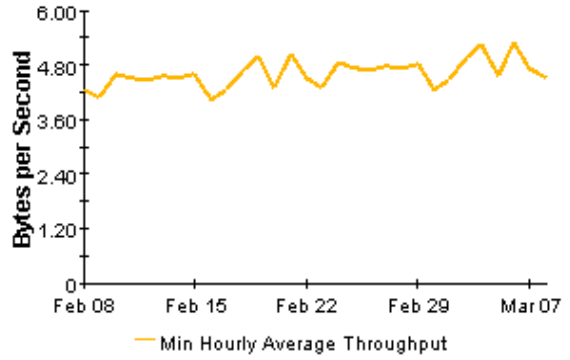
Throughput displayed is the minimum hourly average per day.

6 Detail Reports

The reports in the detail folder allow you to find out which OVIS tests are experiencing problems and whether or not the problem is typical or unusual compared to past performance. The detail folder contains the following probe type and service reports:

- 30 Day Probe Type Detail
- Daily Probe Type Detail
- Monthly Probe Type Detail
- 30 Day Service Detail
- Daily Service Detail
- Monthly Service Detail

All detail reports begin with a list of customers. Select a customer to display a list of services/probe types, sorted by violations highest to lowest, with data for the following statistics aggregated over all OVIS tests:

- Service level violations
- Availability
- Response time
- Throughput

By selecting a particular service or probe type, you can display (1) a list of the associated probe system/target combinations, sorted by violations highest to lowest, and (2) performance data for each combination. The graphs below the second table are linked to the item selected in the second table. These graphs provide test-level trending analysis, allowing you see whether violations, availability, response time, and throughput are improving or getting worse.

> ▶ All OVIS tests calculate response time, but not all OVIS tests calculate throughput. If **Null** shows up in a table or graph that reports throughput, none of the OVIS tests that target this particular service calculates throughput.

See below for samples of all six reports in the detail folder.

Internet Services

30 Day Probe Type Detail

The 30 Day Probe Type Detail Report presents performance statistics, calculated over the previous 30 days, for probe types associated with a given customer. By selecting a particular probe type, the user can see performance statistics of the probe and target combinations for tests of the selected type. By selecting a probe and target combination, the daily service level violations, availability, response time and throughput for the selected test will be displayed for the preceding 30 days.

Customer

ACME

Internet Services, Ltd.

Web Monitoring Corp.

XYZ, Incorporated

Probe Type Performance
Sorted by number of service level violations

Probe Type	Service Level Violations	Availability	Response Time	Throughput
HTTP	25,380	97.3	17.70	4.52
DHCP	2,276	49.5	0.72	0.93
DNS	188	99.9	0.49	
FTP	66	99.9	1.54	114.00
ODBC	0	0.0		
ICMP	0	99.9	0.03	0.29

Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.hp.com/	8,382	97.0	16.50	4.98
winsat5.esr.hp.com	www.msn.com/	8,382	97.2	24.45	3.84
winsat5.esr.hp.com	athp.hp.com/	8,380	97.6	14.03	4.73
winsat5.esr.hp.com	www.yahoo.com/	233	97.2	18.04	4.20
winsat5	athp.hp.com/	2	100.0	10.76	5.53
winsat5	www.yahoo.com/	0	100.0	5.82	12.37

Service Level Violation

Sevice Level Violations

Availability

Availability
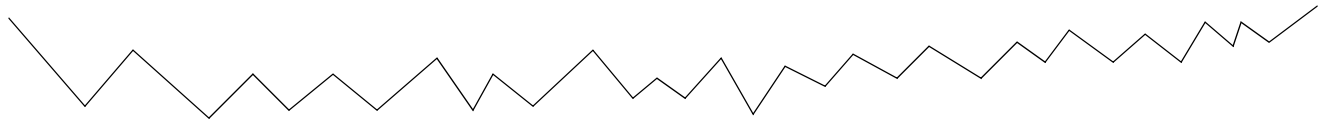Unavailability

Response Time

Max Hourly Average RT

Response time displayed is the maximum hourly average per day.

Throughput

Min Hourly Average Throughput

Throughput displayed is the minimum hourly average per day.

Internet Services

Daily Probe Type Detail

The Probe Type Detail Report presents performance statistics for probe types associated with a given customer for the selected day. By selecting a particular probe type, the user can see performance statistics of the probe and target combinations for tests of the selected type. By selecting a probe and target combination, the service level violations, availability, response time and throughput for the selected test will be displayed for the preceding 30 days .

Customer	Day
ACME	March 8, 2004
Internet Services, Ltd.	March 7, 2004
Web Monitoring Corp.	March 6, 2004
XYZ, Incorporated	March 5, 2004

Probe Type Performance
Sorted by number of service level violations

Probe Type	Service Level Violations	Availability	Response Time	Throughput
HTTP	866	99.7	18.52	4.56
DHCP	78	49.7	0.70	1.02
DNS	9	100.0	0.95	
FTP	4	100.0	1.81	89.07
ODBC	0	0.0		
ICMP	0	100.0	0.03	0.34

Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.msn.com/	288	99.7	24.43	4.21
winsat5.esr.hp.com	www.hp.com/	288	100.0	17.58	4.37
winsat5.esr.hp.com	athp.hp.com/	288	100.0	16.08	4.90
winsat5.esr.hp.com	www.yahoo.com/	2	99.3	18.06	4.72

Service Level Violation
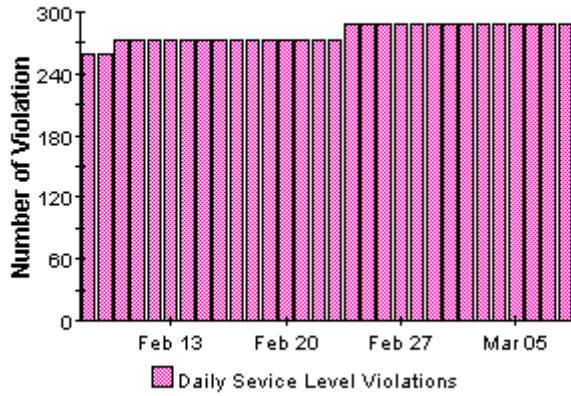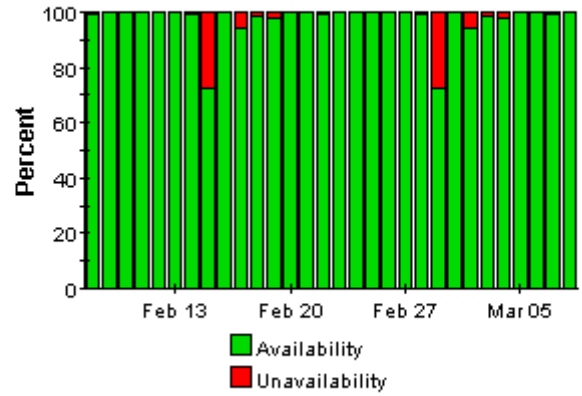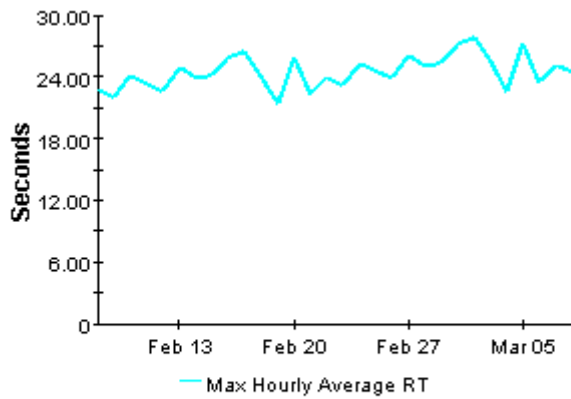
Daily Sevice Level Violations

Availability

Availability
Unavailability

Response Time

Max Hourly Average RT

Response time displayed is the maximum hourly average per day.

Throughput

Min Hourly Average Throughput
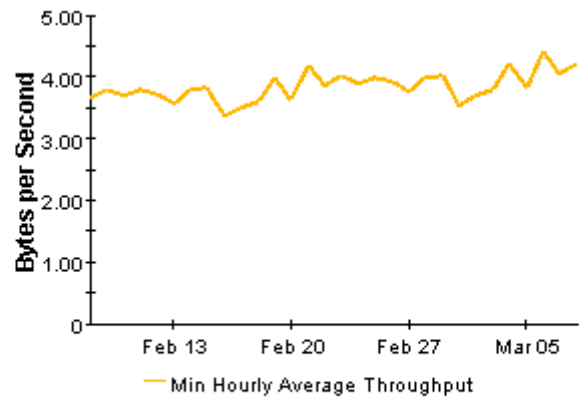
Throughput displayed is the minimum hourly average per day.

Internet Services

Monthly Probe Type Detail

The Probe Type Detail Report presents performance statistics for probe types associated with a given customer for the selected month. By selecting a particular probe type, the user can see performance statistics of the probe and target combinations for tests of the selected type. By selecting a probe and target combination, the monthly service level violations, availability, response time and throughput for the selected test will be displayed for the preceding 12 months. Data for the current month covers results from the first of the month through yesterday.

Customer	Month
ACME	March, 2004
Internet Services, Ltd.	February, 2004
Web Monitoring Corp.	January, 2004
XYZ, Incorporated	December, 2003

Probe Type Performance
Sorted by number of service level violations

Probe Type	Service Level Violations	Availability	Response Time	Throughput
HTTP	6,948	98.5	18.70	4.63
DHCP	636	49.2	0.74	0.93
DNS	58	100.0	0.55	
FTP	23	100.0	1.66	124.87
ODBC	0	0.0		
ICMP	0	100.0	0.03	0.29

Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.hp.com/	2,304	97.9	18.09	5.02
winsat5.esr.hp.com	www.msn.com/	2,304	98.6	25.38	3.96
winsat5.esr.hp.com	athp.hp.com/	2,303	99.1	14.73	4.84
winsat5.esr.hp.com	www.yahoo.com/	36	98.4	19.52	4.24
winsat5	athp.hp.com/	1	100.0	11.03	5.67
winsat5	www.yahoo.com/	0	100.0	5.97	12.69

Service	Full Target Name
ACME HTTP1	www.hp.com/
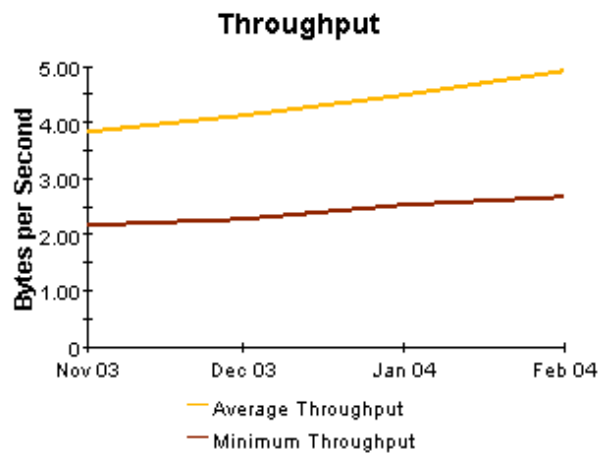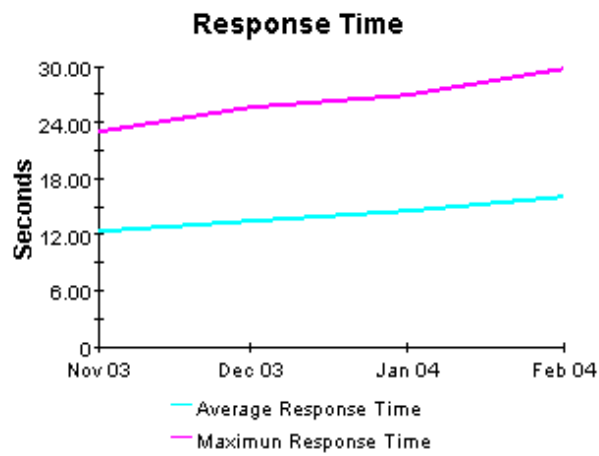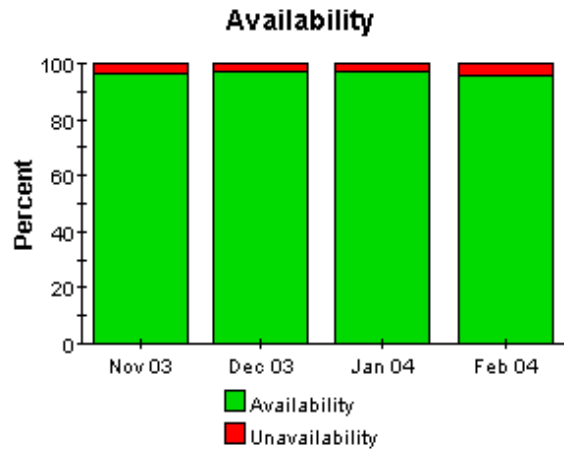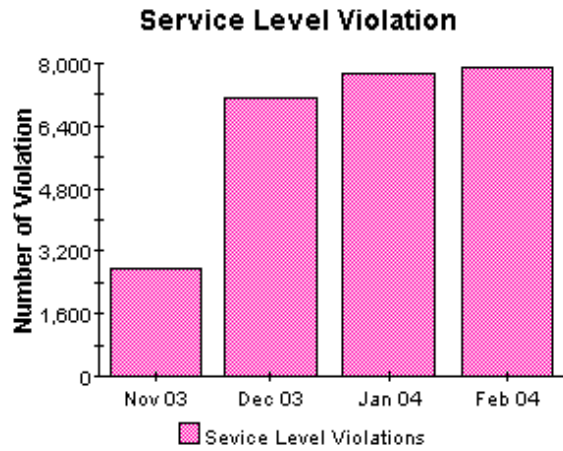
Service Level Violation

Sevice Level Violations

Availability

Availability
Unavailability

Response Time

Average Response Time
Maximun Response Time

Response times displayed are the monthly average
and maximum of the daily maximum hourly average.

Throughput

Average Throughput
Minimum Throughput

Throughput displayed are the monthly average and
minimum of the daily minimum hourly averages.

Internet Services

30 Day Services Detail

The 30 Day Services Detail Report presents performance statistics, calculated over the previous 30 days, for services associated with a given customer. By selecting a particular service, the user can see performance statistics for the probe and target combinations that are part of the selected service. By selecting a probe and target combination, the daily service level violations, availability, response time and throughput for the selected test will be displayed for the preceding 30 days.

Customer

ACME

Internet Services, Ltd.

Web Monitoring Corp.

XYZ, Incorporated

Service Performance
Sorted by number of service level violations

Service	Service Level Violations	Availability	Response Time	Throughput	
ACME HTTP1	25,147	97.3	17.72	4.61	
ACME DHCP	2,276	72.8	0.77	0.85	
ACME HTTP2	233	97.2	18.04	4.20	
ACME DNS	188	99.9	0.49		
WINSAT5 FTP	66	99.9	1.54	114.00	
ACME ODBC	0	0.0			

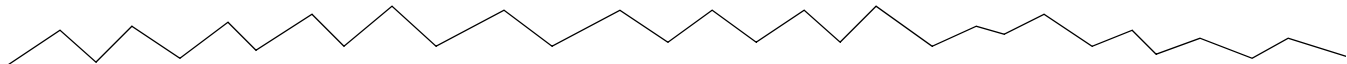### Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.hp.com/	8,382	97.0	16.50	4.98
winsat5.esr.hp.com	www.msn.com/	8,382	97.2	24.45	3.84
winsat5.esr.hp.com	athp.hp.com/	8,380	97.6	14.03	4.73
winsat5	athp.hp.com/	2	100.0	10.76	5.53

Full Target Name

www.hp.com/

Service Level Violation
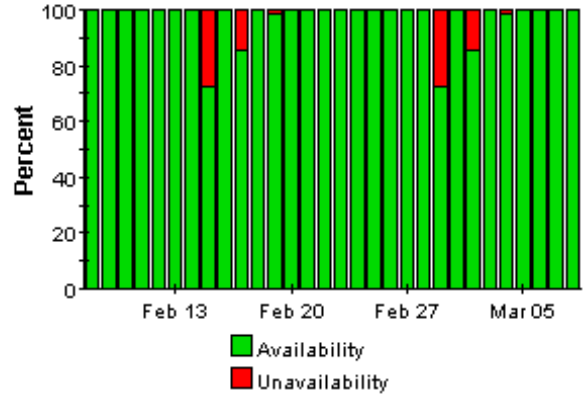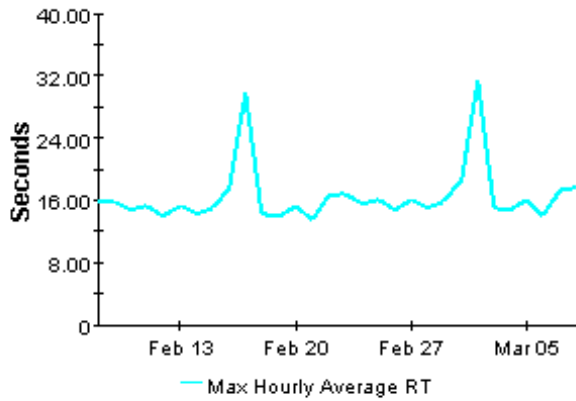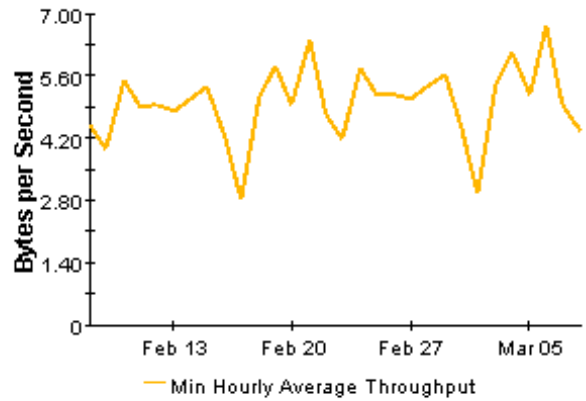
Number of Violation (y-axis: 0, 60, 120, 180, 240, 300)
x-axis: Feb 13, Feb 20, Feb 27, Mar 05

Legend: Sevice Level Violations

Availability

Percent (y-axis: 0, 20, 40, 60, 80, 100)
x-axis: Feb 13, Feb 20, Feb 27, Mar 05

Legend:
- Availability
- Unavailability

Response Time

Seconds (y-axis: 0, 8.00, 16.00, 24.00, 32.00, 40.00)
x-axis: Feb 13, Feb 20, Feb 27, Mar 05

Legend: Max Hourly Average RT

Response time displayed is the maximum hourly average per day.

Throughput

Bytes per Second (y-axis: 0, 1.40, 2.80, 4.20, 5.60, 7.00)
x-axis: Feb 13, Feb 20, Feb 27, Mar 05

Legend: Min Hourly Average Throughput

Throughput displayed is the minimum hourly average per day.

Internet Services

Daily Services Detail

The Services Detail Report presents performance statistics for services associated with a given customer for the selected day. By selecting a particular service, the user can see performance statistics for the probe and target combinations that are part of the selected service. By selecting a probe and target combination, the service level violations, availability, response time and throughput for the selected test will be displayed for the last 30 days .

Customer	Day
ACME	March 8, 2004
Internet Services, Ltd.	March 7, 2004
Web Monitoring Corp.	March 6, 2004
XYZ, Incorporated	March 5, 2004

Service Performance
Sorted by number of service level violations

Service	Service Level Violations	Availability	Response Time	Throughput
ACME HTTP1	864	99.9	18.67	4.51
ACME DHCP	78	72.9	0.73	0.97
ACME DNS	9	100.0	0.95	
WINSAT5 FTP	4	100.0	1.81	89.07
ACME HTTP2	2	99.3	18.06	4.72
ACME ODBC	0	0.0		

Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.msn.com/	288	99.7	24.43	4.21
winsat5.esr.hp.com	www.hp.com/	288	100.0	17.58	4.37
winsat5.esr.hp.com	athp.hp.com/	288	100.0	16.08	4.90

Service Level Violation
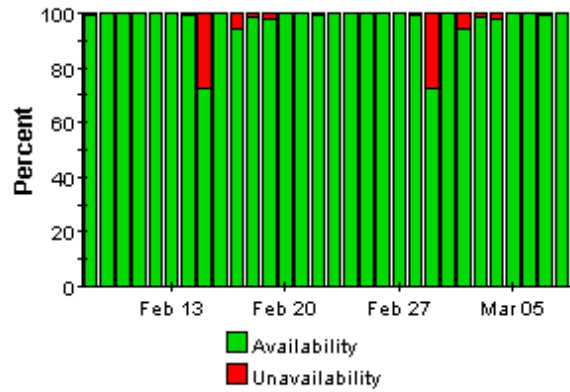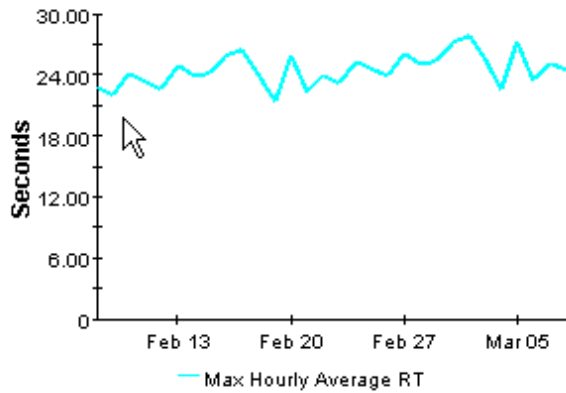
Number of Violation (y-axis: 0, 60, 120, 180, 240, 300)

x-axis: Feb 13, Feb 20, Feb 27, Mar 05

Daily Sevice Level Violations

Availability

Percent (y-axis: 0, 20, 40, 60, 80, 100)

x-axis: Feb 13, Feb 20, Feb 27, Mar 05

- Availability
- Unavailability

Response Time

Seconds (y-axis: 0, 6.00, 12.00, 18.00, 24.00, 30.00)

x-axis: Feb 13, Feb 20, Feb 27, Mar 05

— Max Hourly Average RT

Response time displayed is the maximum hourly average per day.

Throughput

Bytes per Second (y-axis: 0, 1.00, 2.00, 3.00, 4.00, 5.00)

x-axis: Feb 13, Feb 20, Feb 27, Mar 05

— Min Hourly Average Throughput
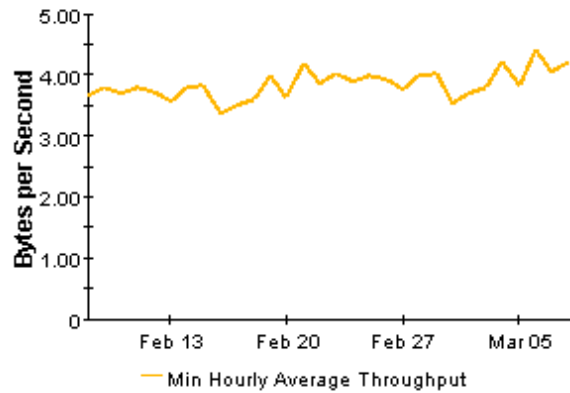
Throughput displayed is the minimum hourly average per day.

Internet Services

Monthly Services Detail

The Services Detail Report presents performance statistics for services associated with a given customer for the selected month. By selecting a particular service, the user can see performance statistics for the probe and target combinations that are part of the selected service. By selecting a probe and target combination, the monthly service level violations, availability, response time and throughput for the selected test will be displayed for the preceding 12 months. Data for the current month covers results from the first of the month through yesterday.

Customer	Month
ACME	March, 2004
Internet Services, Ltd.	February, 2004
Web Monitoring Corp.	January, 2004
XYZ, Incorporated	December, 2003

Service Performance
Sorted by number of service level violations

| Service	Service Level Violations	Availability	Response Time	Throughput
ACME HTTP1	6,912	98.5	18.56	4.75
ACME DHCP	636	72.4	0.79	0.86
ACME DNS	58	100.0	0.55	
ACME HTTP2	36	98.4	19.52	4.24
WINSAT5 FTP	23	100.0	1.66	124.87
ACME ODBC	0	0.0		

Probe System / Target Performance Breakdown
Sorted by number of service level violations

Probe System	Short Target Name	Service Level Violations	Availability	Response Time	Throughput
winsat5.esr.hp.com	www.hp.com/	2,304	97.9	18.09	5.02
winsat5.esr.hp.com	www.msn.com/	2,304	98.6	25.38	3.96
winsat5.esr.hp.com	athp.hp.com/	2,303	99.1	14.73	4.84
winsat5	athp.hp.com/	1	100.0	11.03	5.67
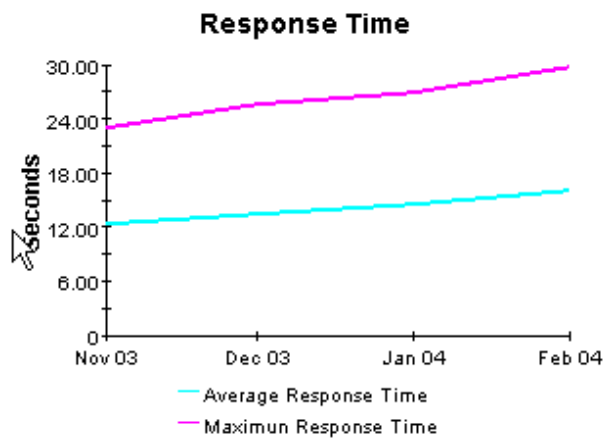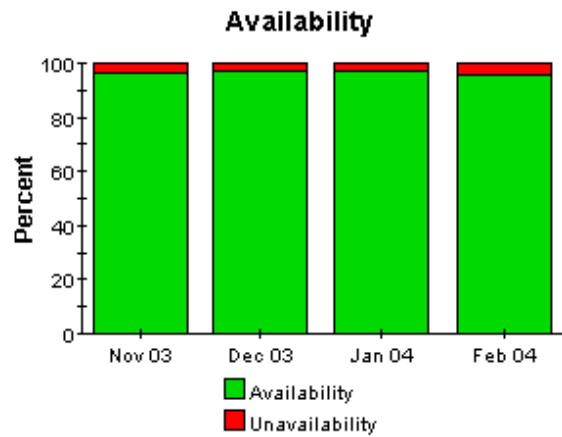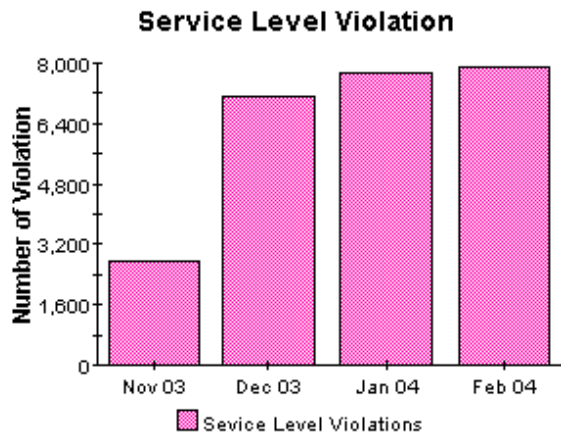
Service Level Violation

Availability

Response Time

Response times displayed are the monthly average
and maximum of the daily maximum hourly average.
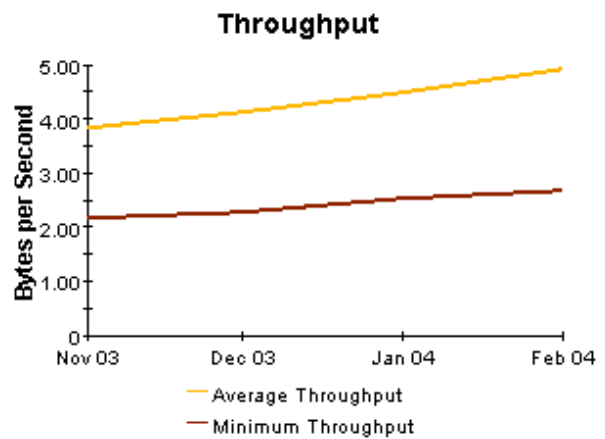
Throughput

Throughput displayed are the monthly average and
minimum of the daily minimum hourly averages.

7 Forecast Reports

The two reports in the forecast folder identify the services and probe types that are expected to see their performance deteriorating at the fastest rates in the weeks and months ahead. Use the forecast reports to spot:

- Probe types/services with the greatest rate of increase in service level violations
- Probe types/services with the greatest rate of increase in response time
- Probe types/services with the greatest rate of decrease in throughput

Forecast reports contain tables and charts. The tables perform the following functions:

- Calculate the 90-day forecast
- Calculate the baseline average
- Sort items by the rate of growth

The graphs perform the following functions:

- Display 30-day, 60-day, and 90-day forecasts (forecast tab)
- Compare the baseline average to 30/60/90 forecasts (forecast tab)
- Show the data in the baseline that was used to generate the forecast (history tab)

See below for samples of the Probe Type Forecast and the Services Forecast.

Internet Services

Probe Type Forecast

The Probe Type Forecast Report predicts future performance statistics for probe types associated with a given customer based on the previous 30 days of data. Each list of probe types is sorted by greatest rate of projected increase (decrease for throughput). By selecting a particular probe type, the user can see the baseline average and 30, 60 and 90 day forecast of the metric, on the Forecast tab and the data used to calculate the forecast on the History tab.
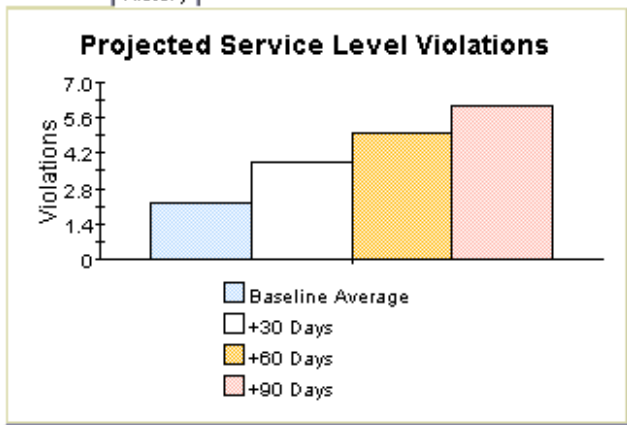
Customer

ACME
Internet Services, Ltd.
Web Monitoring Corp.

Service Level Violations

Probe Type	Baseline Average	90 Day Forecast
FTP	2.20	6.08
DNS	6.27	14.63
DHCP	75.88	110.64
HTTP	845.98	1,128.10
ICMP	0.00	0.00
ODBC	0.00	0.00

Forecast | History

Response Time

Probe Type	Baseline Average	90 Day Forecast
FTP	1.54	2.52
DNS	0.49	0.78
HTTP	17.70	25.24
DHCP	0.72	0.94
ODBC		
ICMP	0.03	0.02

Forecast | History

Throughput

Probe Type	Baseline Average	90 Day Forecast
DNS		
ODBC		
DHCP	0.93	1.16
HTTP	4.52	6.13
ICMP	0.29	0.50
FTP	114.00	207.58

Forecast | History

Projected Throughput

Bytes/Second
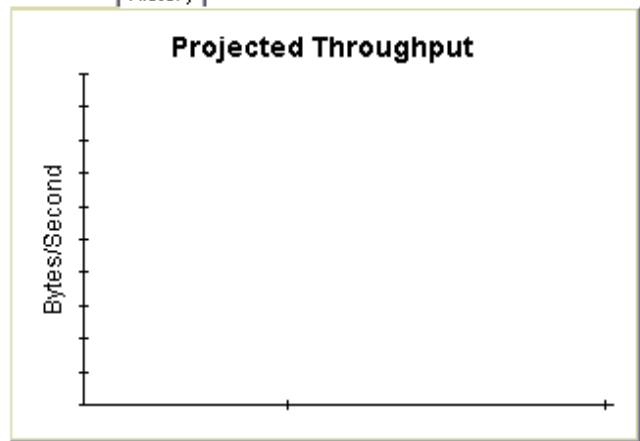
Internet Services

Services Forecast

The Services Forecast Report predicts future performance statistics for services associated with a given customer based on the previous 30 days of data. Each list of services is sorted by greatest rate of projected increase (decrease for throughput). By selecting a particular service, the user can see the baseline average and 30, 60 and 90 day forecast of the metric, on the Forecast tab and the data used to calculate the forecast on the History tab.

Customer

| ACME |
| Internet Services, Ltd. |
| Web Monitoring Corp. |

Service Level Violations

Service	Baseline Average	90 Day Forecast
WINSAT5 FTP	2.20	6.08
ACME DNS	6.27	14.63
ACME HTTP2	7.76	11.48
ACME DHCP	75.88	110.64
ACME HTTP1	838.22	1,116.62
ACME ICMP	0.00	0.00
ACME ODBC	0.00	0.00
Smith DHCP	0.00	0.00

Forecast | History

Projected Service Level Violations
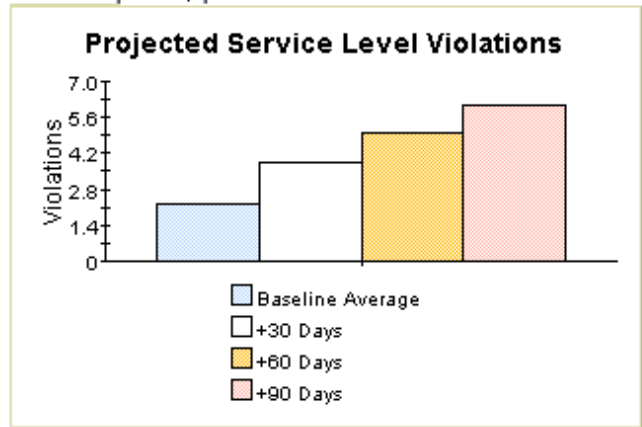
Response Time

Service	Baseline Average	90 Day Forecast
WINSAT5 FTP	1.54	2.52
ACME DNS	0.49	0.78
ACME HTTP2	18.04	28.43
Smith DHCP	0.95	1.47
ACME HTTP1	17.72	24.25
ACME DHCP	0.77	1.02
ACME ODBC		
ACME ICMP	0.03	0.02

Forecast | History

Projected Response Time
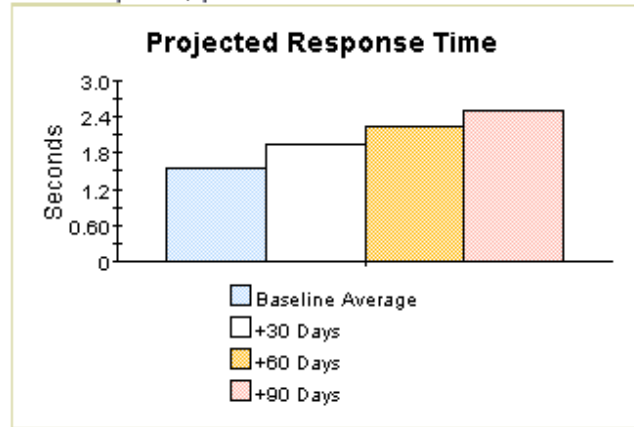
Throughput

| Service	Baseline Average	90 Day Forecast
ACME DNS		
ACME ODBC		
Smith DHCP	0.57	0.63
ACME HTTP2	4.20	5.38
ACME DHCP	0.85	1.09
ACME HTTP1	4.61	6.40
ACME ICMP	0.29	0.50
WINSAT5 FTP	114.00	207.58

Forecast | History

Projected Throughput
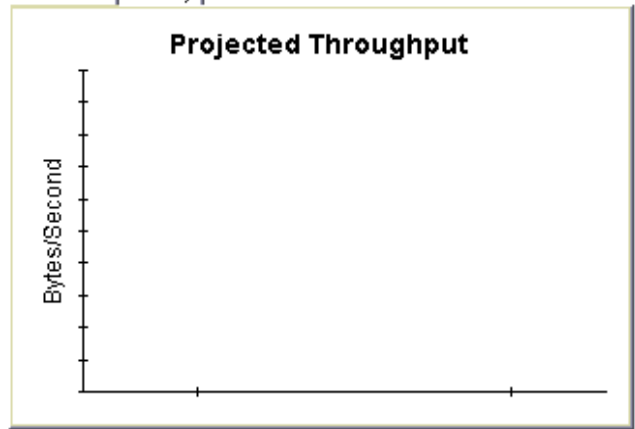
A Editing Tables and Graphs

Any table or graph can be viewed in several ways. While the default view is usually adequate, you can easily change to a different view. If you are using Report Viewer, right-click the object to open a list of view options. If you are using the Web Access Server, follow these steps to change the default view of a table or graph:

1 Click **Preferences** on the links bar.

2 Expand **Reports** in the navigation frame.

3 Click **Viewing**.

4 Select the **Allow element editing** box.

5 Click **Apply**.

6 Click the Edit icon next to the table or graph.

View Options for Tables

Right-clicking a table, or selecting the Edit Table icon if you are using the Web Access Server, opens a list of table view options.
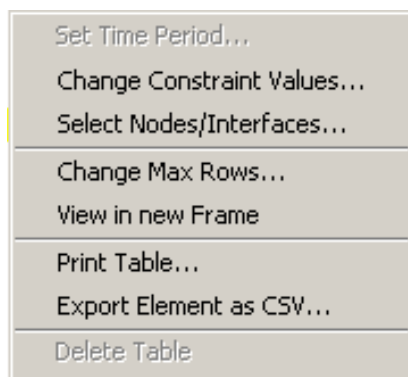
Select **Set Time Period** to alter the relative time period (relative to now) or set an absolute time period. The Set Time Period window opens.

You may shorten the period of time covered by the table from, for example, 42 days to 30 days or to 7 days. If you are interested in a specific period of time that starts in the past and stops *before* yesterday, click **Use Absolute Time** and select a Start Time and an End Time.

Select **Change Constraint Values** to loosen or tighten a constraint, thereby raising or lowering the number of elements that conform to the constraint. The Change Constraint Values window opens. To loosen a constraint, set the value lower; to tighten a constraint, set the value higher.

The **Select Nodes/Interfaces** allows you to change the scope of the table by limiting the table to specific nodes, specific interfaces, or a specific group of nodes or interfaces. The Select Node Selection Type window opens.

Change Max Rows increases or decreases the number of rows in a table. The default is 50. If you expand the default, the table may take more time to open. If you are trending a large network, using the default ensures that the table opens as quickly as possible.

View in new Frame opens the table in a Table Viewer window, shown below. If necessary, make the data in the table more legible by resizing the window.

Table Viewer

Polled IP QoS Statistics Data - Input
Over Previous 6 Hours

Direction	IpPrecedence	Switched Bytes	Switched Pkts	Time Period
Input	0	105,688	675	Tue Oct 29 07:00 AM
Input	1	0	0	Tue Oct 29 07:00 AM
Input	2	0	0	Tue Oct 29 07:00 AM
Input	3	0	0	Tue Oct 29 07:00 AM
Input	4	0	0	Tue Oct 29 07:00 AM
Input	5	0	0	Tue Oct 29 07:00 AM
Input	6	600	5	Tue Oct 29 07:00 AM
Input	7	0	0	Tue Oct 29 07:00 AM
Input	0	98,334	638	Tue Oct 29 06:45 AM
Input	1	0	0	Tue Oct 29 06:45 AM
Input	2	0	0	Tue Oct 29 06:45 AM
Input	3	0	0	Tue Oct 29 06:45 AM
Input	4	0	0	Tue Oct 29 06:45 AM
Input	5	0	0	Tue Oct 29 06:45 AM
Input	6	0	0	Tue Oct 29 06:45 AM
Input	7	0	0	Tue Oct 29 06:45 AM
Input	0	97,539	648	Tue Oct 29 06:30 AM
Input	1	0	0	Tue Oct 29 06:30 AM
Input	2	0	0	Tue Oct 29 06:30 AM
Input	3	0	0	Tue Oct 29 06:30 AM
Input	4	0	0	Tue Oct 29 06:30 AM
Input	5	0	0	Tue Oct 29 06:30 AM
Input	6	120	1	Tue Oct 29 06:30 AM
Input	7	0	0	Tue Oct 29 06:30 AM
Input	0	90,744	564	Tue Oct 29 06:15 AM
Input	1	0	0	Tue Oct 29 06:15 AM
Input	2	0	0	Tue Oct 29 06:15 AM
Input	3	0	0	Tue Oct 29 06:15 AM
Input	4	0	0	Tue Oct 29 06:15 AM
Input	5	0	0	Tue Oct 29 06:15 AM
Input	6	0	0	Tue Oct 29 06:15 AM
Input	7	0	0	Tue Oct 29 06:15 AM
Input	0	103,775	656	Tue Oct 29 06:00 AM
Input	1	0	0	Tue Oct 29 06:00 AM
Input	2	0	0	Tue Oct 29 06:00 AM
Input	3	0	0	Tue Oct 29 06:00 AM
Input	4	0	0	Tue Oct 29 06:00 AM

View Options for Graphs

Right-clicking a graph, or clicking the Edit Graph icon if you are using the Web Access Server, opens the following list of view options.
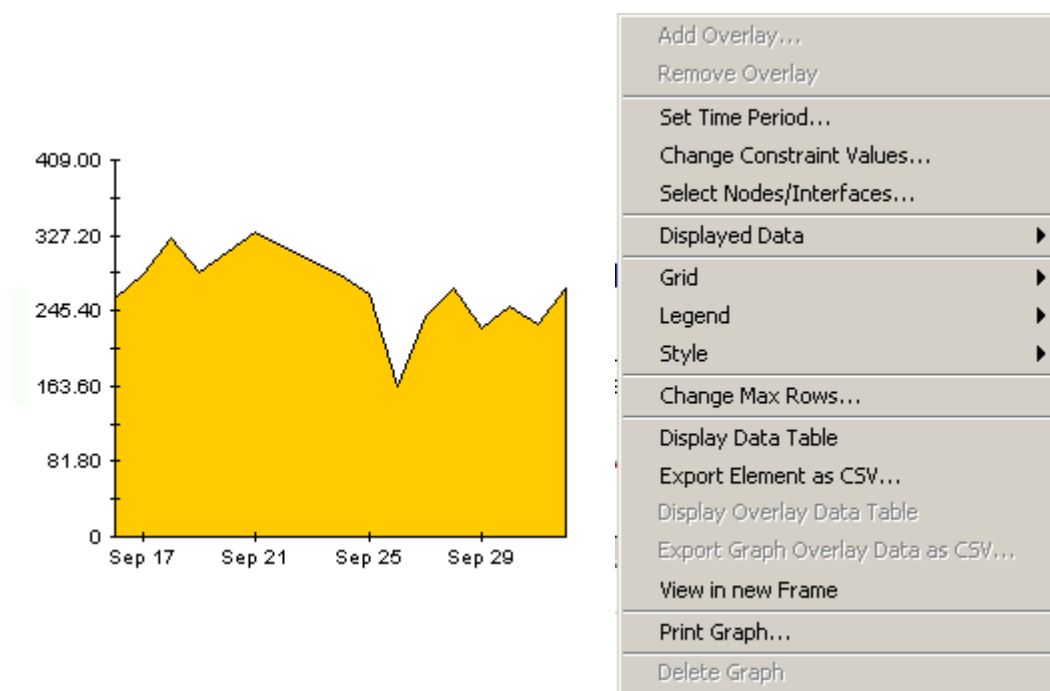

The following table provides details about each option.

Option	Function
Set Time Period	Same as the table option shown above.
Change Constraint Values	Same as the table option shown above.
Select Nodes/Interfaces	Same as the table option shown above.
Displayed Data	For every point on a graph, display data in a spreadsheet.
Grid	Add these to the graph: X axis grid lines Y axis grid lines X and Y axis grid lines
Legend	Delete or reposition the legend.
Style	See the illustrations below.
Change Max Rows...	Same as the table option shown above.
Display Data Table	See below.

Option	Function
Export Element as CSV...	Same as the table option shown above.
View in New Frame	Opens graph in a Graph Viewer window.
Print Graph	Same as the table option shown above.

Style Options

Select **Style** to display a list of seven view options for graphs.
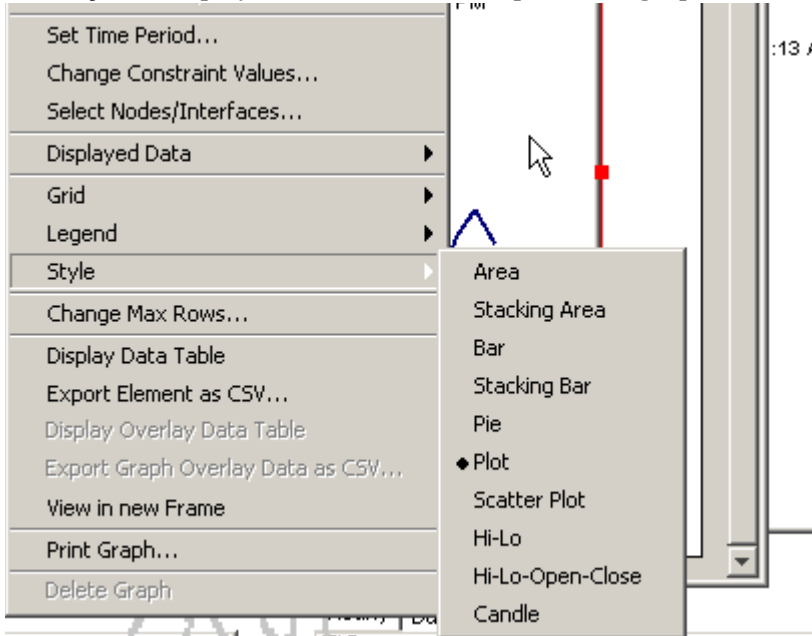
Style > Area

The plot or bar chart changes to an area graph. While relative values and total values are easy to view in this format, absolute values for smaller data types may be hard to see. Click anywhere within a band of color to display the exact value for that location
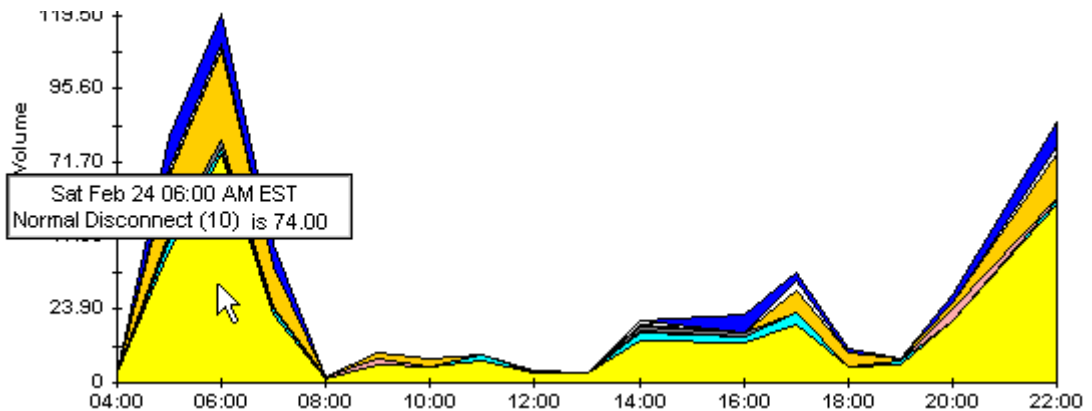
To shorten the time span of a graph, press SHIFT+ALT and use the left mouse button to highlight the time span you want to focus on. Release the mouse button to display the selected time span.

Style > Stacking Area

The area or plot graph changes to a stacking area graph. This view is suitable for displaying a small number of variables.
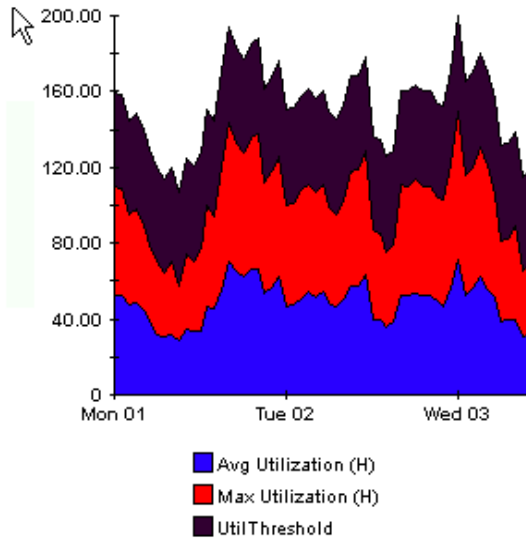
Style > Bar

The graph changes to a bar chart. This view is suitable for displaying relatively equal values for a small number of variables. There are three variables in the graph below.
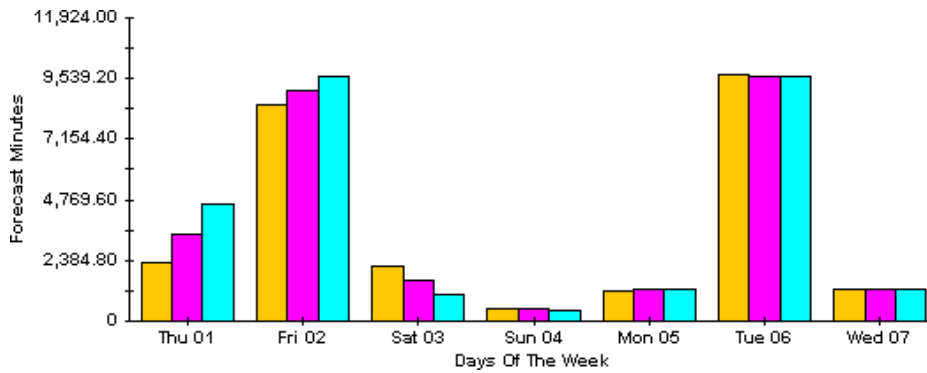
Style > Stacking Bar

The plot or area graph changes to a stacking bar chart. If you increase the width of the frame, the time scale becomes hourly. If you increase the height of the frame, the call volume shows in units of ten.
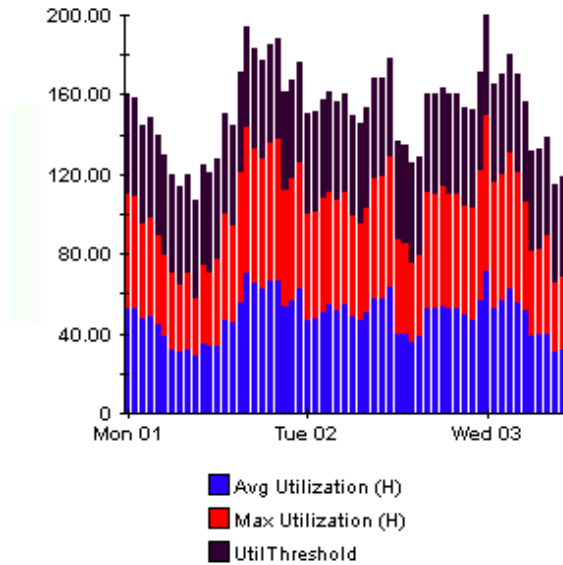
Style > Plot

Bands of color in an area graph change to lines. If you adjust the frame width, you can make the data points align with hour; if you adjust the frame height, you can turn call volume into whole numbers.
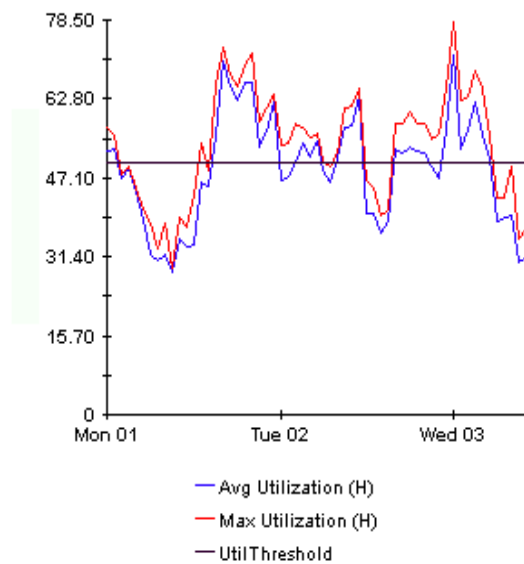
Style > Pie

An area graph becomes a pie chart. Bands in an area graph convert to slices of a pie and the pie constitutes a 24-hour period. This view is helpful when a small number of data values are represented and you are looking at data for one day.
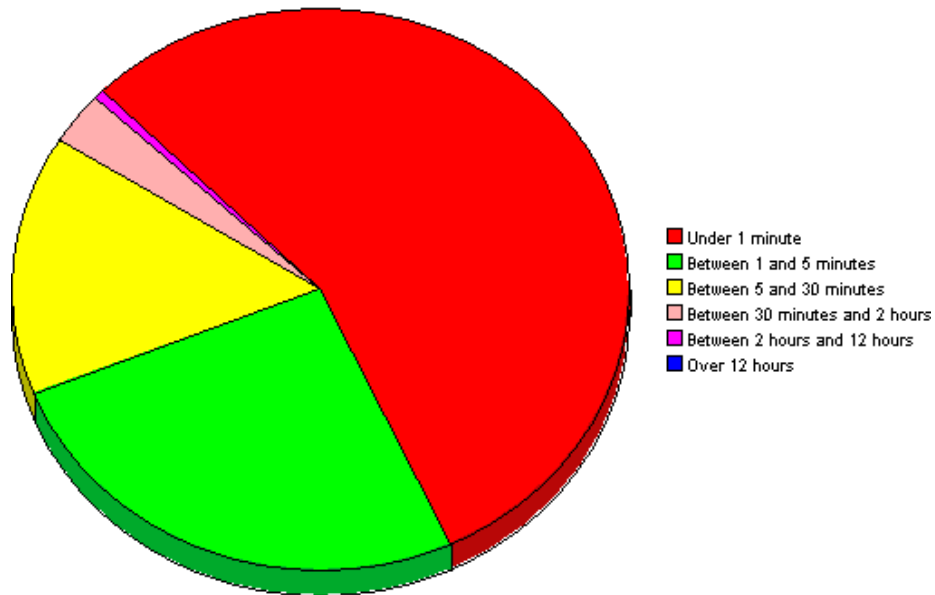
If you are looking at data for more than one day, you will see multiple pie graphs, one for each day.
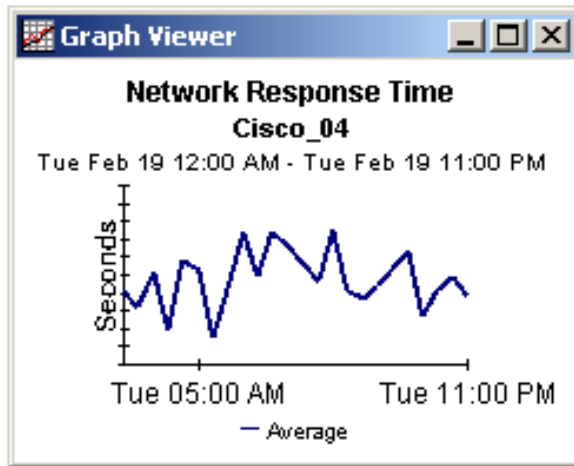
Display Data Table

This option changes a graph into a spreadsheet.

View in New Frame

The graph opens in a Graph Viewer window. Improve legibility by resizing the window.

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