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MERCURY APPLICATION MAPPING™

WebView User's Guide

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Application Mapping

WebView User's Guide

Version 6.5

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Mercury Application Mapping WebView User's Guide, Version 6.5

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Mercury Interactive Corporation
379 North Whisman Road
Mountain View, CA 94043
Tel: (650) 603-5200
Fax: (650) 603-5300
http://www.mercury.com

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Welcome to Mercury Application Mapping WebView User's Guide

This guide describes how to work with the Mercury Application Mapping WebView, which is a Web-based, management console designed to enable business service management.

How This Guide Is Organized

The guide contains the following chapters:

Part I Introduction

Describes how to use the Mercury Application Mapping WebView main window.

Part II Working with Mercury Application Mapping WebView

Describes how to view predefined maps using a Web interface, event information resulting from events that were triggered in Mercury Application Mapping and perform actions on CIs such as problem isolation and show impact.

Part III Reports

Describes how to generate reports in Mercury Application Mapping WebView.

Part IV Topology Map Functionality

Contains a description of the toolbar options in the Map tab. Describes how to customize the layout of a specific layer in a view as well as how to print the contents of the topology map.

Getting More Information

For information on using and updating the Mercury Application Mapping WebView Documentation Set, reference information on additional documentation resources, typographical conventions used in the Documentation Set, and quick reference information on deploying, administering, and using Mercury Application Mapping, refer to *Getting Started with Mercury Application Mapping*.

Part I

Introduction

1

Introducing Mercury Application Mapping WebView

This chapter introduces Mercury Application Mapping WebView, which is a Web-based, management console designed to enable business service management.

This chapter describes:	On page:
About Introducing Mercury Application Mapping WebView	3
Accessing Mercury Application Mapping WebView	4
The Mercury Application Mapping WebView Main Window	6
Navigating Mercury Application Mapping WebView	12
Mercury Application Mapping WebView Buttons	13

About Introducing Mercury Application Mapping WebView

You use Mercury Application Mapping WebView to:

- **Manage business services**. Enables you to view predefined maps using a Web interface.
- **View event information**. Enables events that are triggered in Mercury Application Mapping to be viewed in Mercury Application Mapping WebView.
- **Perform Mercury Application Mapping actions**. Enables you to perform actions on CIs such as problem isolation and show impact.

Note: Mercury Application Mapping WebView does not have any administrative functionalities, such as building TQLs or creating correlation rules. For details on administering Mercury Application Mapping, refer to the *Mercury Application Mapping User's Guide* and the *Mercury Application Mapping Administration Guide*.

Accessing Mercury Application Mapping WebView

You access Mercury Application Mapping WebView using a supported Web browser, from any computer with a network connection (intranet or Internet) to the Mercury Application Mapping servers. The level of access granted depends on your permissions. For details on granting user permissions, see "Defining Users and User Profiles" in *Mercury Application Mapping Administration Guide*.

For details on Web browser requirements, as well as minimum requirements to successfully view Mercury Application Mapping, see "Hardware and Software Requirements" in the *Mercury Application Mapping Installation Guide*.

This section includes:

➤ "Logging In" on page 5

➤ "Logging Out" on page 5

Logging In

You log into Mercury Application Mapping WebView from the login page.

To access the login page and log in:

1. In the Web browser, enter the URL **http://<ipaddress:portnumber>/webapp/**, where **ipaddress** is the IP address of the Mercury Application Mapping server and **portnumber** is the port number of the J2F server. The default value is **8080**.
2. Enter the login parameters (login name and password) of a user defined in the Mercury Application Mapping system, and click **Login**. After logging in, the user name appears at the top right, under the top menu bar.

   Initial access can be gained using the default superuser login parameters: login name=**Administrator**, password=**Administrator**. It is recommended that the system administrator change this password immediately to prevent unauthorized entry. For details on changing the password, see "Changing a User's Password" in the *Mercury Application Mapping Administration Guide*.

   For details on creating users in the Mercury Application Mapping system, see "Defining a User" in the *Mercury Application Mapping Administration Guide*.

Logging Out

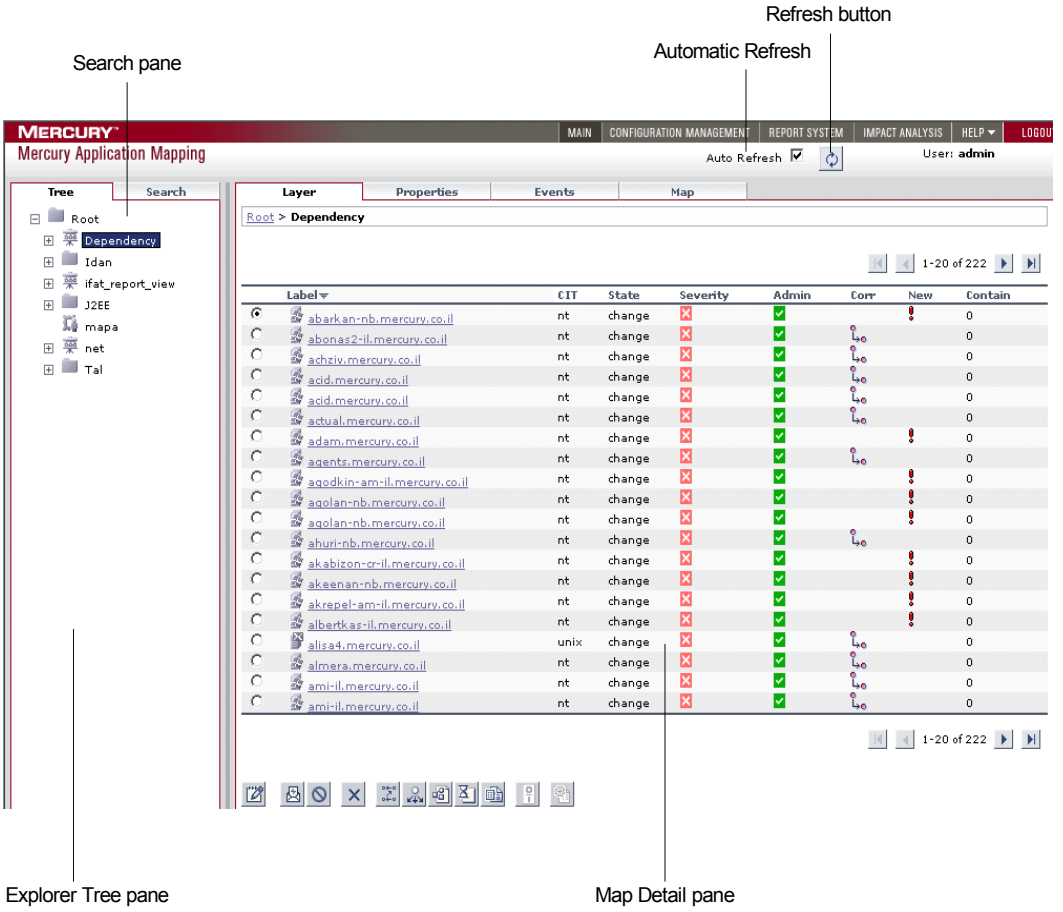
When you have completed your session, it is recommended that you log out of the Web site to prevent unauthorized entry.

To log out:

Click **LOGOUT** in the top right corner of the page.

The Mercury Application Mapping WebView Main Window

The Mercury Application Mapping WebView main window includes the following panes:



This section includes:

- "Search Pane" on page 7
- "Explorer Tree Pane" on page 7
- "Map Detail Pane" on page 8

Search Pane

You can search for CIs and views that are displayed in the Explorer Tree using the Search pane (for details, see "Searching for a View or a CI" on page 19).

Explorer Tree Pane

The Explorer Tree pane displays a hierarchical tree structure of the CIs and the folders in which they are located.

The tree includes folder, view, and CI icons and displays four levels:

- **Root**. Contains all folders and views in the tree hierarchy. This is the highest level.
- **Folder**. Contains a specific view or views.
- **View**. Displays the view.
- **CI**. Displays the CI.

Select a level in the Explorer Tree pane to display all CIs related to the selected layer in the Map Detail pane. For example, if you select a folder in the Explorer Tree pane, the Map Detail pane displays the views that the selected folder contains. If you select a view in the Explorer Tree pane, the Map Detail pane displays its CIs.

Note: The Explorer Tree is automatically updated to reflect any change that occurs in the View Explorer in Mercury Application Mapping.

Map Detail Pane

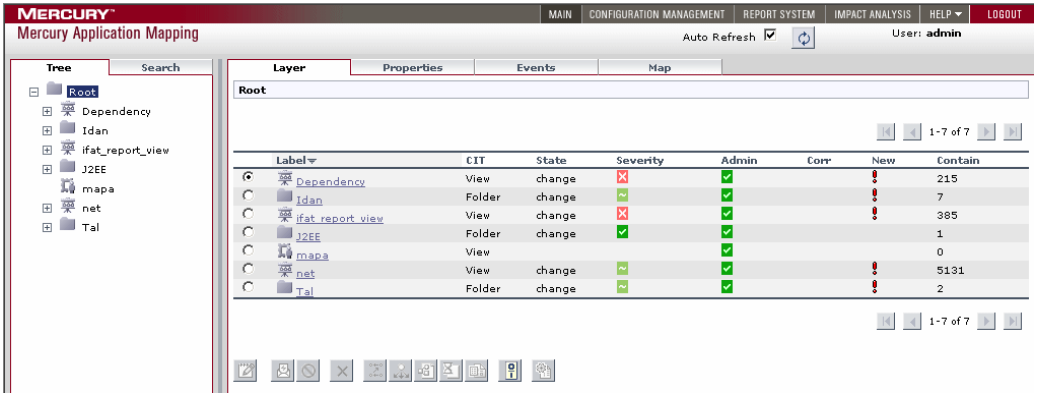
The Map Detail pane displays the results of the view that is currently selected in the Explorer Tree. For details on the Explorer Tree, see "Explorer Tree Pane" above.

The Map Detail pane includes the following tabs:

- "Layer Tab" on page 8
- "Properties Tab" on page 10
- "Events Tab" on page 11
- "Map Tab" on page 11

Layer Tab

The layer tab displays the topology and status data for the currently selected CI.



The CIs represented in the topology map include topology data as well as basic attributes. This topology data is based on, and produced according to, the way these CIs are located and defined in Mercury Application Mapping views.

The **Layer** tab displays the following details for the selected CI:

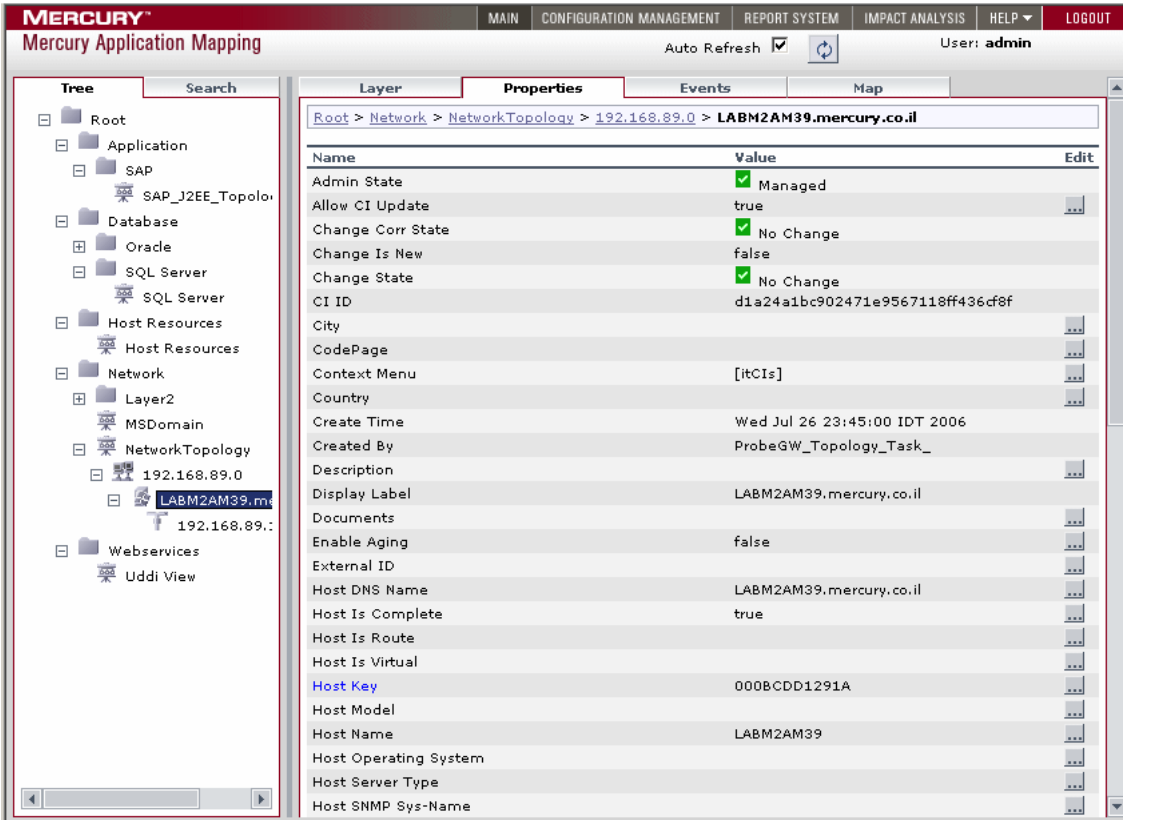
- **Label**. The label of the selected CI.
- **CIT**. The CIT of the selected CI as defined in the CI Type Model.

- **State**. The CIs management state, as defined in "Defining Attribute States" in the *Mercury Application Mapping User's Guide*.
- **Severity**. The severity level of the CI, as adjusted for the weight accorded to its significance in the system. The significance weight is set in the Status Factor tab. For details, see "Specifying the CI Status Factor" in the *Mercury Application Mapping User's Guide*.
- **Admin**. The administrative state of the selected CI. Any color other than green indicates that the event information coming from the selected CI is not reliable because the CI is disabled, undergoing testing, or is otherwise unmanaged. The Admin State of a CI does not propagate upwards to CIs at higher levels.
- **Corr.** A state that is defined in a correlation rule, and assigned to an affected CI once its root cause CI fulfills the correlation condition and a correlation event occurs. For details on correlation rules, see "Defining Correlation Rules" in the *Mercury Application Mapping User's Guide*.
- **New**. An exclamation mark in this field indicates that the CI's active event has not been acknowledged.
- **Contain**. The number of children that exist at all map levels below the selected level.

Note: You can sort the contents in each column of the Layer tab by clicking the sort button in the column header. To change the sort order, click the sort button in the column header again. Once a column has been sorted, its header displays a triangle pointed upwards for ascending order or downwards for descending order.

Properties Tab

The Properties tab displays the CI details according to the format defined in its CIT report. It is enabled at the CI level.



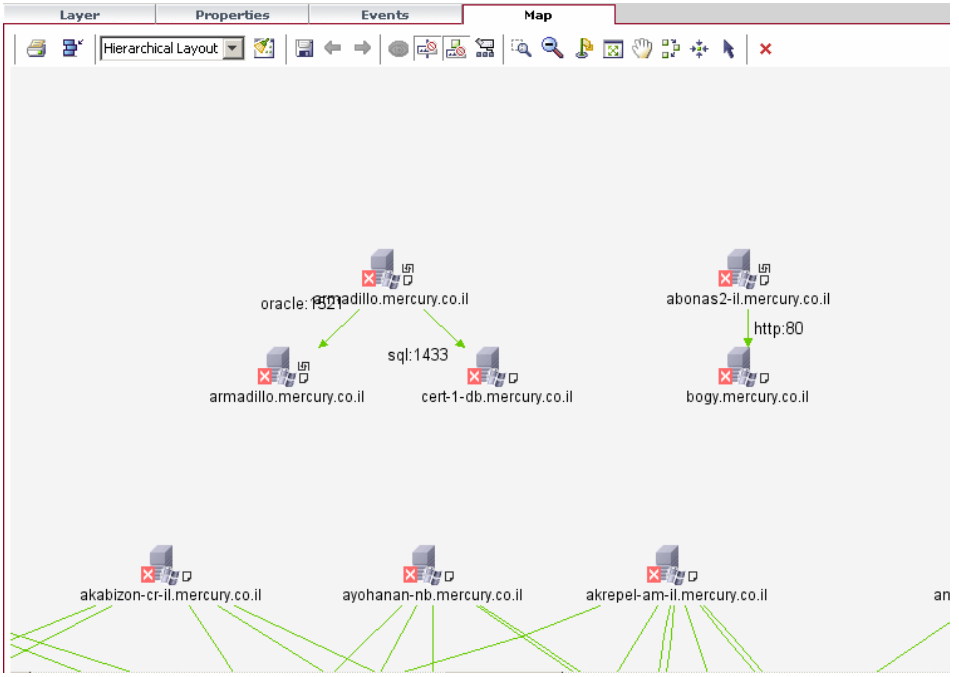
The **Properties** tab displays the details of the CIT report definition of the selected CI. The details that appear vary, as they are specific to the CIT for which you defined the report.

Events Tab

You use the **Events** tab to view event information. The content of the Events tab depends on which button is clicked (**Compound Events**, **Event History**, **Toggle QuickFilter** is **On/Off**, or **Acknowledge All**). For details, see "Event Reports" on page 43.

Map Tab

You use the Map tab to view multi-level maps based on a selected view. You can navigate between different map levels (from the top level down to the CI level) to focus on specific areas of a map. For a description of each toolbar option in the Map tab, see "Toolbar Options" on page 109. For a description of how to print the contents of the topology map, see "Printing the Topology Map" on page 115. For a description of how to customize the layout of a specific layer in a view, see, "Defining a View's Layout" on page 117.



Navigating Mercury Application Mapping WebView

Mercury Application Mapping WebView runs in a Web browser. You move around Mercury Application Mapping WebView using the following navigation functions:

- **Menus**. Enable navigation to various contexts within Mercury Application Mapping WebView. The menus accessed from the top menu bar provide navigation to the views, reports, and help resources. The top menu bar also includes a link to the Logout button.
- **Tabs**. Enable navigation to various contexts within a particular function, for example to different information about a CI.
- **Breadcrumbs**. You can return to previous pages within a multi-level context by clicking the appropriate page level.

- **Drill down**. CIs that have child CIs are displayed as relationships. You drill down through the CIs by clicking the relationship.

Mercury Application Mapping WebView Buttons

Mercury Application Mapping WebView includes the following buttons:

Button	Description	Displayed in the Following Tab(s)
	Compound Events. Toggles between showing or hiding the active events of the selected CI and of its children. For details, see "Event Report Buttons" on page 45.	➤ Events
	Event Log. Toggles between showing or hiding the log events of the currently selected CI and its children. The **Compound Events** button must be toggled **on** to show log events. For details, see "Event Report Buttons" on page 45.	➤ Events
	Toggle QuickFilter is On. Toggles between showing or hiding the events that have been filtered in the Quick Filter dialog box. For details, see "Filtering the Events You Want to Display" on page 47. **Note:** This button only toggles if an event filter is defined for the CI.	➤ Events
	Toggle QuickFilter is Off. Includes the events that are filtered in the Quick Filter dialog box.	➤ Events
	Acknowledge All. For details, see "Viewing Event Information" on page 46.	➤ Events
	Next Page. Go to next page.	➤ Layer ➤ Events
	Last Page. Go to last page.	➤ Layer ➤ Events
	Previous Page. Go to previous page.	➤ Layer ➤ Events

Button	Description	Displayed in the Following Tab(s)
	First Page. Go to first page.	➤ Layer ➤ Event
	Refresh. Manually updates the information with the latest topology and events data. Use this button if you do not want to wait for the periodical refresh.	➤ All tabs
	Auto Refresh. Automatically updates the information with the latest topology and events data. When the button is selected, the report is periodically refreshed. When the button is not selected, the report is not periodically refreshed.	➤ All tabs
	Edit. For details, see "Editing a Note and Attaching It to a CI" on page 22.	➤ Layer
	Send Event. For details, see "Sending an Event" on page 22.	➤ Layer
	Clear Events. For details, see "Clearing Events from a CI" on page 23.	➤ Layer
	Delete Object. For details, see "Deleting a CI" on page 23.	➤ Layer
	Problem Isolation. For details, see "Isolating a Problem for a CI" on page 24.	➤ Layer ➤ Events
	Show Impact. For details, see "Showing the Correlation Impact of a CI" on page 24.	➤ Layer
	Show Related CIs Report. For details, see "Displaying All CIs Related to a Selected Layer" on page 20.	➤ Layer
	CI History. Lists the history of changes to CI attributes that have been saved in the history database. For details, see "Displaying a CI's History" on page 26.	➤ Layer

Button	Description	Displayed in the Following Tab(s)
	Change Report. Lists the history of changes to a specific CI and its subgroup in the CMDB. For details, see "Generating a Change Report for a CI" on page 72.	➤ Layer
	Activate/Deactivate View. Toggles between activating and deactivating the view state. For details, see "Deactivating and Activating Views" in the *Mercury Application Mapping User's Guide*.	➤ Layer
	View Content. (Enabled only when a configuration file is selected in the Explorer Tree pane) Enables you to view the content of a configuration file. Configuration files use the **.xml**, **.txt** or **.ini** extensions. For details, see "Viewing Configuration File Content" on page 27.	➤ Layer

Part II

Working with Mercury Application Mapping WebView

2

Using Mercury Application Mapping WebView

This chapter explains how to use Mercury Application Mapping WebView.

For a description of the Mercury Application Mapping WebView window, see "The Mercury Application Mapping WebView Main Window" on page 6.

This chapter describes:	On page:
Searching for a View or a CI	19
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Opening a Map of the Currently Selected View	28
Evaluating the Impact of Infrastructure Events	29
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Searching for a View or a CI

The Search pane enables you to search for views or CIs that are displayed in the Explorer Tree.

To search for a view or a CI:

1 In the **Search** box, enter the name of the view or CI or part of it.

2 Click **Go**. The search results appear in the Search pane displaying all the instances of the text that appear in Mercury Application Mapping.

Note: Mercury Application Mapping WebView does not consider case when differentiating between strings. That is, Server is considered the same as server.

Displaying All CIs Related to a Selected Layer

Select a level in the Explorer Tree pane to display all CIs related to the selected layer in the Map Detail pane. For example, if you select a folder in the Explorer Tree, the Map Detail pane displays the views that the selected folder contains.

If you select a view in the Explorer Tree pane, the Map Detail pane displays its CIs. You can see the view's nodes and CIs only in the Map Detail pane.

Note: Every time you navigate to a different level, the Orientation Bar displays your current location in the map hierarchy (for details, see "Navigating Mercury Application Mapping WebView" on page 12).

The Explorer Tree is automatically updated to reflect any change that occurs in the View Explorer in Mercury Application Mapping.

Viewing Details of a CI in the Layer or Events Tab

You can view a selected CI's properties and you can perform actions, such as showing the root cause, attaching a note, and so forth.

To view details of a CI in the Layer or Events tab:

Select the CI in the Explorer Tree. The Map Detail pane displays the CI properties. Buttons are located at the bottom of the Map Detail pane. For details about button functions, see "Mercury Application Mapping WebView Buttons" on page 13.

You can perform the following actions on the CI by clicking the required button:

- "Editing a Note and Attaching It to a CI" on page 22
- "Sending an Event" on page 22
- "Clearing Events from a CI" on page 23
- "Deleting a CI" on page 23
- "Isolating a Problem for a CI" on page 24
- "Showing the Correlation Impact of a CI" on page 24
- "Displaying the Interdependencies of a Selected CI" on page 24
- "Deactivating and Activating Views" on page 173
- "Displaying a CI's History" on page 26
- "Generating a Change Report" on page 26
- "Viewing Configuration File Content" on page 27

Editing a Note and Attaching It to a CI

You can edit a note and attach it to a node. You can use these notes as reminders to yourself or to provide feedback for others.

To edit a note:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. In the Explorer Tree, select the required CI.
4. In the **Layer** tab, select the CI to which you want to add a note.
5. Click **Edit Note** to open the Edit Note dialog box.
6. Type the required text in the **Note** box.
7. Click **Submit** to save the note.

Sending an Event

You can define the state that will be affected by the event to be sent.

To send an event:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. In the **Layer** tab, select the CI to which you want to send an event.
4. Click the **Send Event** button to open the Send Event dialog box.
5. Select the state that is affected by the event. The states **operation**, **change**, and **test** are system defaults. Other states in the list are dynamically defined by the State Manager. For details, see "Defining Attribute States" in the *Mercury Application Mapping Administration Guide*.
6. Select the required severity.
7. Click **Submit**. The button defined for the severity you selected is displayed.

Clearing Events from a CI

You can delete a CI's events, either those that belong to a certain state or to all states.

To clear events from a CI:

1 Click the **Main** tab at the top.

2 In the **Layer** tab, select the CI from which you want to clear events.

3 Click **Clear Events** to open the Clear Events dialog box.

4 Do one of the following:

- Select **State** to select the state whose events you want to delete. Note that the list contains states that are either the system's default states or are defined in the State Manager.
- Select **All States** to delete events belonging to all states.

Note: When clearing all events for a specific state, the CI may still be affected by other state events. Only if you choose to delete the events for all state types, does the CI's severity return to normal.

---

5 Click **Submit** to save the settings.

Deleting a CI

You can delete a CI.

To delete a CI:

1 Click the **Main** tab at the top.

2 In the Map Detail pane, click the **Layer** tab.

3 In the **Layer** tab, select the CI you want to delete.

4 Click **Delete Object**.A confirmation message is displayed.

5 Click **Submit** to delete the CI or **Cancel** to return to the CI without deleting it.

Isolating a Problem for a CI

You can select a CI that is affected by a correlation rule and display the root cause CIs that affect it. For additional information, see "Problem Isolation" in the *Mercury Application Mapping User's Guide*.

To isolate a problem for a CI:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. Select a CI that is affected by a correlation rule.
4. Click **Problem Isolation.** A window opens displaying the CI affected by the correlation rule and all root cause CIs that affect it. For details, see the *Mercury Application Mapping User's Guide*.

Showing the Correlation Impact of a CI

You can select a CI which is defined by a correlation rule as a root-cause CI, and display all CIs that are affected by it in a separate window. For additional information, see "Showing a Correlation Impact" in the *Mercury Application Mapping User's Guide*.

To show a correlation impact on a CI:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. In the **Layer** tab, select a root cause CI.
4. Click **Show Impact** to open the Show Proximate Impact window.

Displaying the Interdependencies of a Selected CI

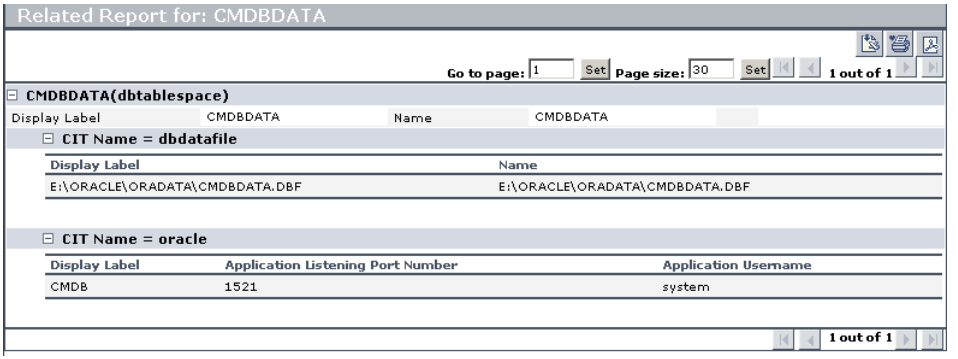
Mercury Application Mapping WebView enables you to display a list of all CIs connected to the selected CI from the entire CMDB.

To display the interdependencies of a selected CI:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.

3 In the Explorer Tree, select the CI whose interdependencies you want to display.

4 Click the **Show Related CIs Report** button to open the Related Report.



Deactivating and Activating Views

You can deactivate a view if you do not currently need it in Mercury Application Mapping WebView.

To deactivate or activate a view:

1 Click the **Main** tab at the top.

2 In the Map Detail pane, click the **Layer** tab.

3 In the Map Detail pane, select the view you want to activate/deactivate.

4 Click the **Activate/Deactivate** button.

➤ When the view's icon looks like this, it is activated.

➤ When the view's icon look like this, it is deactivated.

Displaying a CI's History

Mercury Application Mapping WebView enables you to view the changes in the properties of a specific CI.

To view the change history of a specific CI:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. In the Map Detail pane, select the CI whose change history you want to view.
4. Click the **CI History** button to open the CI History dialog box. For details, see "Viewing the Change History of a Specific CI" on page 77.

Generating a Change Report

Mercury Application Mapping WebView enables you to generate a Change report.

To generate a Change report:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Layer** tab.
3. In the Map Detail pane, select the CI for which you want to generate a Change report.
4. Click the **CI History** button to define the report. For details see "Generating a Change Report" on page 73.

Viewing Configuration File Content

Mercury Application Mapping WebView enables you to view the content of a configuration file. Configuration files use the **.xml**, **.txt** or **.ini** extensions.

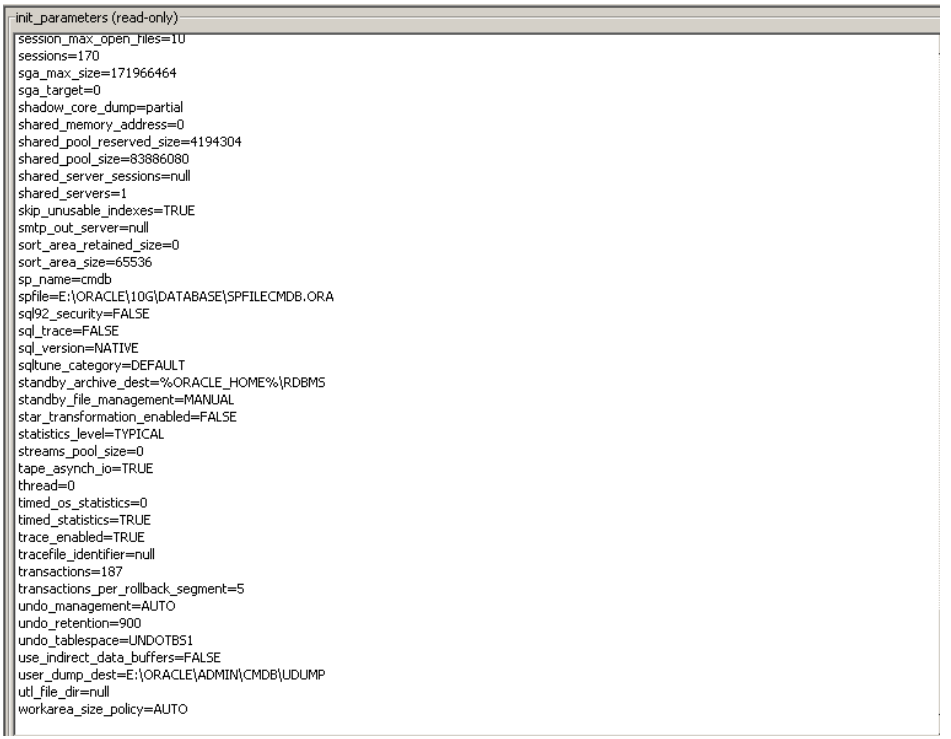
Note: This option is only enabled only when a configuration file is selected in the Explorer Tree.

The contents of the configuration file cannot be edited.

To view the content of a configuration file:

1 In the Explorer Tree, select the required configuration file.

2 Click **View Content** button to view the contents of the selected configuration file.



Opening a Map of the Currently Selected View

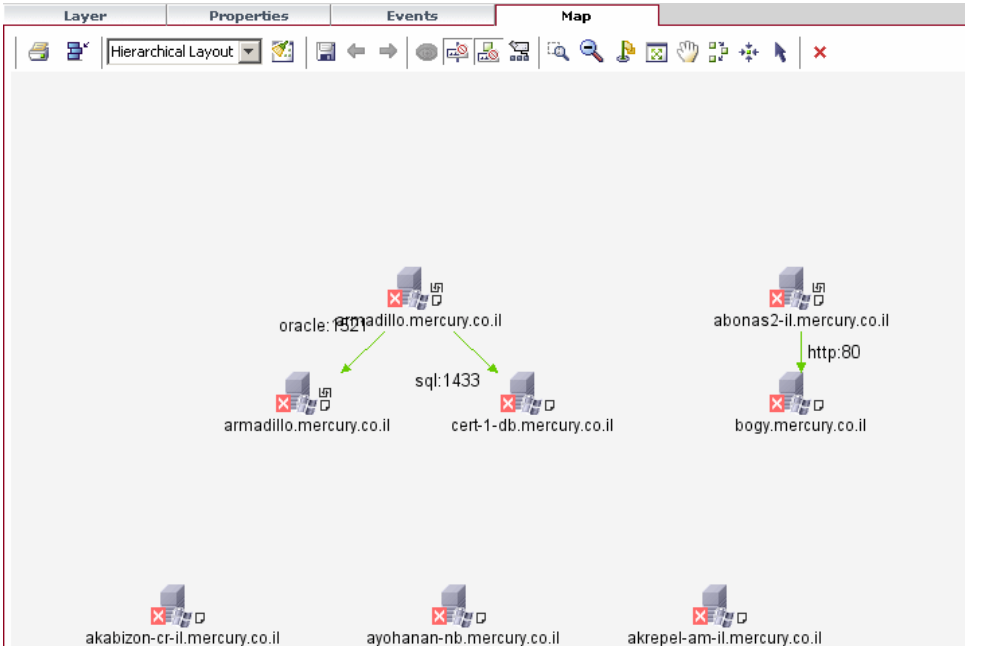
You use the Map tab to view multi-level maps based on a selected view. You can navigate between different map levels (from the top level down to the CI level) to focus on specific areas of a map.

To open a map of the currently selected view:

1 Click the **Main** tab at the top.

2 In the Explorer Tree, select the required view.

3 Click the **Map** tab to open the map of the currently selected view.



4 Right-click a CI to open a menu that enables you to view more information. For details on the menu options, see "Topology View Shortcut Menus" in the *Mercury Application Mapping User's Guide*. For details about the buttons that appear in the Map tab, see "Toolbar Options" on page 109.

Evaluating the Impact of Infrastructure Events

Mercury Application Mapping WebView enables you to simulate how changes you want to make will impact your system. Using the Ticket Manager, you create a Ticket, which includes the changes you want to make in the system. Click **Show Impact** at the top to open the Ticket Manager. For more details, see "Impact Analysis" in the *Mercury Application Mapping User's Guide*.

Viewing Event Information

You can view information about events as follows:

- Display the event history of a selected CI (for details, see "Viewing Event History" on page 29).
- Acknowledge all events relating to a selected CI. (for details, see "Acknowledging All Events Related to a Selected CI" on page 30).
- Display only specific events in the Events tab for a specific CI (for details, see "Filtering the Events You Want to Display" on page 31).

Viewing Event History

You can view the event history of the selected CI. Mercury Application Mapping WebView lists the raw and active events that occur in relation to the selected CI and its children.

In the Events tab, you use the compound and history buttons to toggle between four different states:

State	When This Button...	Is Pressed	Is Not Pressed	This is Displayed
State 1	**Compound Events**		√	Active events of the currently selected CI.
	Event History		√	

State	When This Button...	Is Pressed	Is Not Pressed	This is Displayed
State 2	**Compound Events**	√		Active events of the currently selected CI and all its children.
	Event History		√	
State 3	**Compound Events**		√	Raw events of the currently selected CI.
	Event History	√		
State 4	**Compound Events**	√		Raw events of the currently selected CI and all its children.
	Event History	√		

Acknowledging All Events Related to a Selected CI

You can acknowledge all events relating to a selected CI.

To acknowledge all events related to a selected CI:

1. Click the **Main** tab at the top.
2. In the Map Detail pane, click the **Events** tab.
3. In the **Events** tab, select a CI to which events have been sent.
4. Click the **Acknowledge All** button. A check appears in the **Ack** column.

Note: Acknowledge All is only for active events.

Filtering the Events You Want to Display

You use the QuickFilter dialog box to include only events you want to display in the Events tab for the selected CI.

To filter the events you want to display:

1 Click the **Main** tab at the top.

2 In the Explorer Tree pane, select a CI to which an event has been sent.

3 In the Map Detail pane, click the **Events** tab.

4 Click **QuickFilter Settings** to open the QuickFilter dialog box.

5 To display events that were sent during a specified period of time:

- Click the date to the right of the **From** and **To** boxes to define the beginning and end of the time period.
- In the **Time** box, enter the required time.
- Click a date on the calendar. The times and dates you select are displayed in the **From** and **To** boxes.
- Click **OK**.

6 Select the required severity levels for the different states.

7 From the **isAck** list, select one of the following options:

- **True**. Display CIs whose events have been acknowledged.
- **False**. Display CIs whose events have not been acknowledged.
- **None**. Display CIs whose events are either in an acknowledged or unacknowledged state.

8 From the **isCorr** list, select one of the following options:

- **True**. Display CIs whose events are the result of a correlation rule.
- **False**. Display CIs whose events are not the result of a correlation rule.
- **None**. Display CIs whose events are either the result of a correlation rule or not the result of a correlation rule.

Note: Use any necessary combination of parameters you need to correctly define the filter conditions.

---

9 From the **Sort By** list, the required option.

10 Click **OK** to save the settings you have defined. You are returned to the Events tab where only events that match the filter conditions are displayed.

11 Toggle the **Toggle QuickFilter** button **on**to display the filtered events.

Part III

Reports

3

Asset Reports

This chapter describes how to view an Asset report in Mercury Application Mapping WebView.

This chapter describes:	On page:
Viewing Asset Reports	35
Using Asset Reports	36

Viewing Asset Reports

Mercury Application Mapping WebView enables you to view a report that lists all the CIs in a selected view and their attribute values.

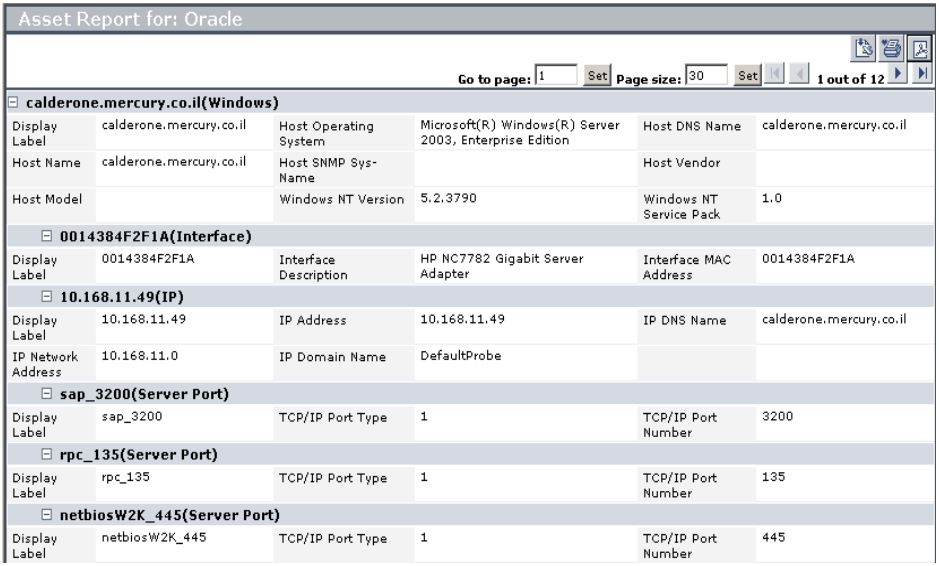
To view an Asset report:

1. Click the **Configuration Management** tab at the top.
2. In the Explorer Tree, select the required view.
3. Click the **Asset Report** tab.

   The Asset report opens. For details about Asset reports, see "Using Asset Reports" below.

Using Asset Reports

The Asset Report retains the same hierarchical structure as in the topology map.



Asset Report for: Oracle

Go to page: 1 Set Page size: 30 Set 1 out of 12

calderone.mercury.co.il(Windows)					
Display Label	calderone.mercury.co.il	Host Operating System	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	Host DNS Name	calderone.mercury.co.il
Host Name	calderone.mercury.co.il	Host SNMP Sys-Name		Host Vendor	
Host Model		Windows NT Version	5.2.3790	Windows NT Service Pack	1.0
0014384F2F1A(Interface)					
Display Label	0014384F2F1A	Interface Description	HP NC7782 Gigabit Server Adapter	Interface MAC Address	0014384F2F1A
10.168.11.49(IP)					
Display Label	10.168.11.49	IP Address	10.168.11.49	IP DNS Name	calderone.mercury.co.il
IP Network Address	10.168.11.0	IP Domain Name	DefaultProbe		
sap_3200(Server Port)					
Display Label	sap_3200	TCP/IP Port Type	1	TCP/IP Port Number	3200
rpc_135(Server Port)					
Display Label	rpc_135	TCP/IP Port Type	1	TCP/IP Port Number	135
netbiosW2K_445(Server Port)					
Display Label	netbiosW2K_445	TCP/IP Port Type	1	TCP/IP Port Number	445

To use Asset reports:

1 To determine the number of rows that appear in a table, do the following:

➤ In the **Page size** box, enter the maximum number of rows you want to appear in each table of the Asset report.

➤ Click **Set**.

2 To view other pages, use the left and right arrows. The number between the left and right arrows indicate which pages are currently being displayed. For example, 1 - 2 of 3 means that the 1st and 2nd rows out of 3 are being displayed.

3 To go to a different page, do the following.

➤ In the **Go to page** box, enter the required page number.

➤ Click **Set.**

4 To view the report in Excel format, click the **Export to Excel** button in the top-right corner of the Asset report.

Note: For the CSV formatted report to display correctly, the comma (",") must be defined as the list separator.

In Windows, to verify or modify the list separator value, open **Regional Options** from the **Control Panel**, and on the **Numbers** tab ensure that the comma is defined as the **List Separator** value.

In Solaris, you can specify the list separator in the application that opens the CSV file.

---

5 To print the contents of the report, click the **Printer Friendly** button in the top-right corner of the Asset report.

6 To convert the Asset report to PDF format, click the **Export to PDF** button in the top-right corner of the Asset report.

4

Dependency Reports

This chapter describes how to view a Dependency report in Mercury Application Mapping WebView.

This chapter describes:	On page:
About Dependency Reports	39
Viewing Dependency Reports	40
Understanding Dependency Reports	41

About Dependency Reports

Dependency reports are based on TQLs that are created in the Enrichment Manager that use the relationship of the type **dependency**. Mercury Application Mappingenables you to create a report that lists all the relationships of the type **dependency** that connect between servers in the selected view or between the servers in the CMDB and the servers within the selected view. You can view these reports in Mercury Application Mapping WebView. For details on how to generate Dependency reports in Mercury Application Mapping, see "Dependency Reports" in *Mercury Application Mapping User's Guide*.

The report includes relationships that:

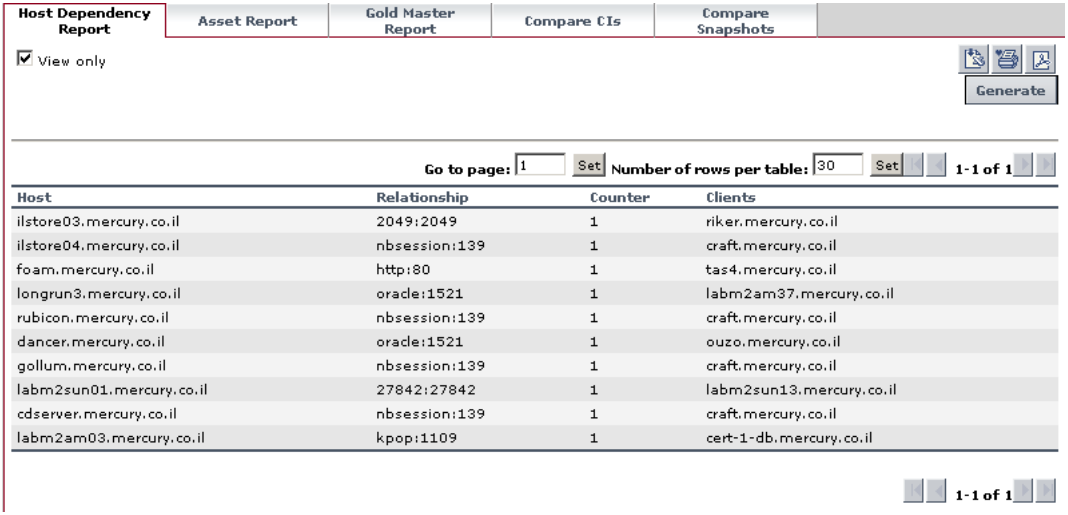
- Exist between databases and clients
- Exist between clients and servers
- Are created as a result of an MQ connection

Viewing Dependency Reports

This section describes how to view a Dependency report in Mercury Application Mapping WebView.

1. Click the **Configuration Management** tab at the top.
2. In the Explorer Tree, select the required view.
3. Click the **Host Dependency Report** tab.

   The Dependency report opens.



Host	Relationship	Counter	Clients
ilstore03.mercury.co.il	2049:2049	1	riker.mercury.co.il
ilstore04.mercury.co.il	nbsession:139	1	craft.mercury.co.il
foam.mercury.co.il	http:80	1	tas4.mercury.co.il
longrun3.mercury.co.il	oracle:1521	1	labm2am37.mercury.co.il
rubicon.mercury.co.il	nbsession:139	1	craft.mercury.co.il
dancer.mercury.co.il	oracle:1521	1	ouzo.mercury.co.il
gollum.mercury.co.il	nbsession:139	1	craft.mercury.co.il
labm2sun01.mercury.co.il	27842:27842	1	labm2sun13.mercury.co.il
cdserver.mercury.co.il	nbsession:139	1	craft.mercury.co.il
labm2am03.mercury.co.il	kpop:1109	1	cert-1-db.mercury.co.il

For details, see “Understanding Dependency Reports” below.

Understanding Dependency Reports

The Dependency report contains the following columns:

Column	Description
Host	The servers in the selected view.
Relationship	The display label of the relationship in the topology map.
Counter	The number of clients to which the server is connected.
Clients	The list of clients that are linked to the servers.

Note: You can create new TQLs in the Enrichment Manager using the **dependency** relationship to describe the connection between hosts. Every new **dependency** relationship that is used appears in the Dependency report.

To work with the Dependency report:

1 To determine the number of rows that appear in a table:

➤ In the **Page size** box, enter the maximum number of rows you want to appear in each table of the Dependency report.

➤ Click **Set**.

2 To view other pages, use the left and right arrows. The number between the left and right arrows indicate which pages are currently being displayed. For example, 1 - 2 of 3 means that the 1st and 2nd rows out of 3 are being displayed.

3 To go to a different page, do the following.

➤ In the **Go to page** box, enter the required page number.

➤ Click **Set.**

4 To view the report in Excel format, click the **Export to Excel** button in the top-right corner of the Dependency report.

Note: For the CSV formatted report to display correctly, the comma (",") must be defined as the list separator.

In Windows, to verify or modify the list separator value, open **Regional Options** from the **Control Panel**, and on the **Numbers** tab ensure that the comma is defined as the **List Separator** value.

In Solaris, you can specify the list separator in the application that opens the CSV file.

---

5 To print the contents of the report, click the **Printer Friendly** button in the top-left corner of the Dependency report.

6 To convert the Dependency report to PDF format, click the **Export to PDF** button in the top-right corner of the Dependency report.

5

Event Reports

This chapter describes how to view an Event report in Mercury Application Mapping WebView.

This chapter describes:	On page:
Viewing Events	43
Understanding Event Reports	44

Viewing Events

Mercury Application Mapping WebView enables you to view the events for a selected CI. You can define which events you want included in the Event report.

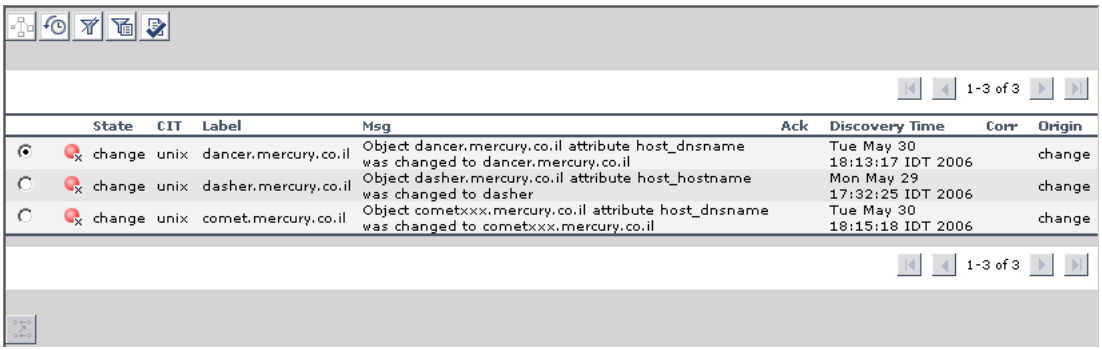
To view the events for a selected CI:

1. Click the **Main** tab at the top.
2. In the Explorer Tree, select a CI whose events you want to view.
3. Click the **Events** tab to see the CI's events.

For details about Event reports, see "Understanding Event Reports" below.

Understanding Event Reports

The Event report displays the Events that were sent to the selected CI.



This report contains the following fields:

- **Severity**. The severity of the event (Normal, Warning, Minor, Major, Critical). Each severity level is displayed in a different color.
- **State**. The state for which the event is sent.
- **CIT**. The CIT name of the event's CI.
- **Label**. The inclusive label of the CI related to the event. Includes other CIs that identify the selected CI. For example, a disk's label includes the disk name and its host name.
- **Msg**. A textual description of the event.
- **Ack**. Indicates whether the event has been acknowledged or not.
- **Discovery Time**. The date and time at which the event is triggered.
- **Corr**. A state that is defined in a correlation rule, and assigned to an affected CI once its root cause CI fulfills the correlation condition and a correlation event occurs. For details, see "Using the Topology Map" in the *Mercury Application Mapping User's Guide*.
- **Origin**. Indicates the origin of the event, for example, a correlation rule, a user, or a discovery pattern.

Note: You can sort the contents in each column of the Event report by clicking the sort button in the column header. To change the sort order, click the sort button in the column header again. Once a column has been sorted, its header displays a triangle pointed upwards for ascending order or downwards for descending order.

Event Report Buttons

The Event Report contains the following buttons:

Button	Description
	Compound Events. Toggles between showing or hiding the active events of the selected CI and of its children. For details, see "Viewing Event History" on page 46.
	Event History. Toggles between showing or hiding the log events of the currently selected CI and its children. Compound Events must be toggled **on** to show log events. For details, see "Viewing Event History" on page 46.
	Toggle QuickFilter is On. Toggles between showing or hiding the events that have been filtered in the Quick Filter dialog box. For details, see "Filtering the Events You Want to Display" on page 47. **Note:** This button only toggles if an event filter is defined for the CI.
	Toggle QuickFilter is Off. Includes the events that are filtered in the Quick Filter dialog box.
	Acknowledge All. For details, see "Acknowledging All Events Related to a Selected CI" on page 47.
	Next Page. Go to next page.
	Last Page. Go to last page.

Button	Description
	Previous Page. Go to previous page.
	First Page. Go to first page.

Viewing Event Information

You can view information about events as follows:

- "Viewing Event History" on page 46
- "Acknowledging All Events Related to a Selected CI" on page 47
- "Filtering the Events You Want to Display" on page 47
- "Viewing Other Pages" on page 48

Viewing Event History

You can view the event history of the selected CI. The Event report lists the raw and active events that occur in relation to the selected CI and its children.

Use the Compound Events and Event History buttons to toggle between four different states:

State	When This Button...	Is Pressed	Is Not Pressed	This is Displayed
State 1	**Compound Events**		√	Active events of the currently selected CI.
	Event History		√	
State 2	**Compound Events**	√		Active events of the currently selected CI and all its children.
	Event History		√	

State	When This Button...	Is Pressed	Is Not Pressed	This is Displayed
State 3	**Compound Events**		√	Raw events of the currently selected CI.
	Event History	√		
State 4	**Compound Events**	√		Raw events of the currently selected CI and all its children.
	Event History	√		

Acknowledging All Events Related to a Selected CI

This section describes how to acknowledge all events relating to a selected CI.

To acknowledge all events related to a selected CI:

Click **Acknowledge All**. A check mark appears in the **Ack** column.

Note: Acknowledge All is only for active events.

Filtering the Events You Want to Display

You use the QuickFilter Settings dialog box to include only events you want to display in the Event report for the selected CI.

To filter the events you want to display:

1 Click the **QuickFilter Settings** button to open the QuickFilter Settings dialog box.

2 To display events that were sent during a specified period of time:

a Click the date in the **From** and **To** fields to define the beginning and end of the time period in the calendar that opens.

b Select the required time and date.

c Click **Current** to select the current date.

d Click **Revert** to select the previously selected date.

e Click **OK** to save your changes and close the calendar.

3 Select the required severity levels for the different categories.

4 From the **isAck** list, select an option:

- **True**. Display CIs whose events have been acknowledged.
- **False**. Display CIs whose events have not been acknowledged.
- **None**. Display CIs whose events are either in an acknowledged or unacknowledged state.

5 From the **isCorr** list, select an option:

- **True**. Display CIs whose events are the result of a correlation rule.
- **False**. Display CIs whose events are not the result of a correlation rule.
- **None**. Display CIs whose events are either the result of a correlation rule or not the result of a correlation rule.

Note: Use any necessary combination of parameters you need to correctly define the filter conditions.

---

6 From the **Sort By** list, select the required state.

7 Click **OK** to save the settings you have defined.

8 Click the **Toggle QuickFilter button on**to display the events as defined in the Show QuickFilter dialog box.

Viewing Other Pages

To view other pages, use the left and right arrows. The number between the left and right arrows indicate which pages are currently being displayed. For example, 1 - 2 of 3 means that the 1st and 2nd rows out of 3 are being displayed.

6

Gold Master Comparison

This chapter describes how Mercury Application Mapping WebView enables you to compare the configuration of a Gold Master CI to other CIs of the same CIT.

This chapter describes:	On page:
Generating a Gold Master Report in Mercury Application Mapping WebView	49
Generating a Gold Master Report	50
Viewing a Gold Master Report at Specific Intervals	53
Viewing the Gold Master Report in Excel Format	54
Printing a Gold Master Report	54
Converting a Gold Master Report to PDF Format	54

Generating a Gold Master Report in Mercury Application Mapping WebView

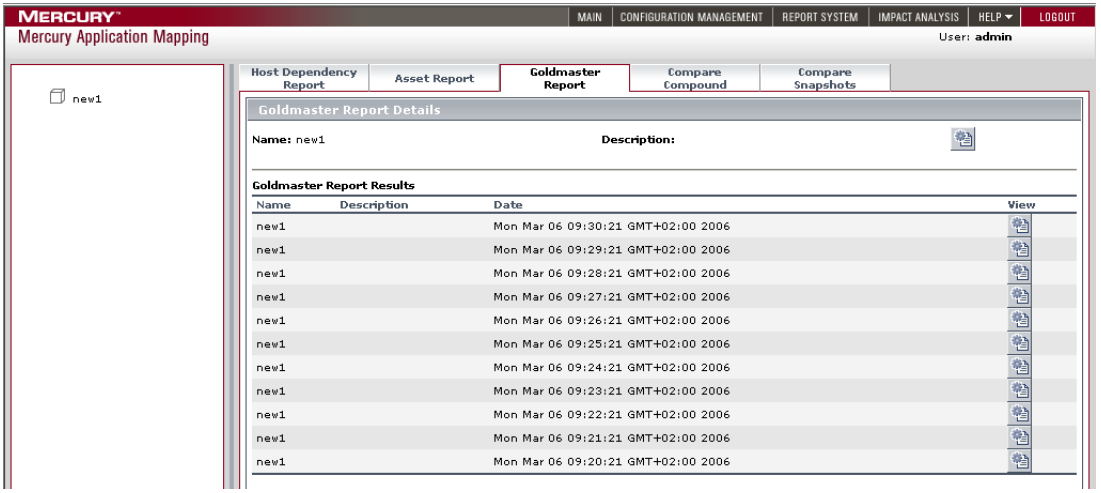
Mercury Application Mapping WebView version enables you to generate a report that compares the configuration of a Gold Master CI to other CIs of the same CIT. You first perform the Gold Master comparison in the Mercury Application Mapping main window and then generate the report in Mercury Application Mapping WebView.

Generating a Gold Master Report

This section describes how to generate a Gold Master Report in Mercury Application Mapping WebView.

To generate a Gold Master report:

1. Compare the configuration of CIs to a Gold Master template in the Mercury Application Mapping main window as described in "Generating a Gold Master Report in Mercury Application Mapping WebView" in the *Mercury Application Mapping User's Guide*.
2. In Mercury Application Mapping WebView, click **Configuration Management** at the top.
3. Click the **Gold Master Report** tab.

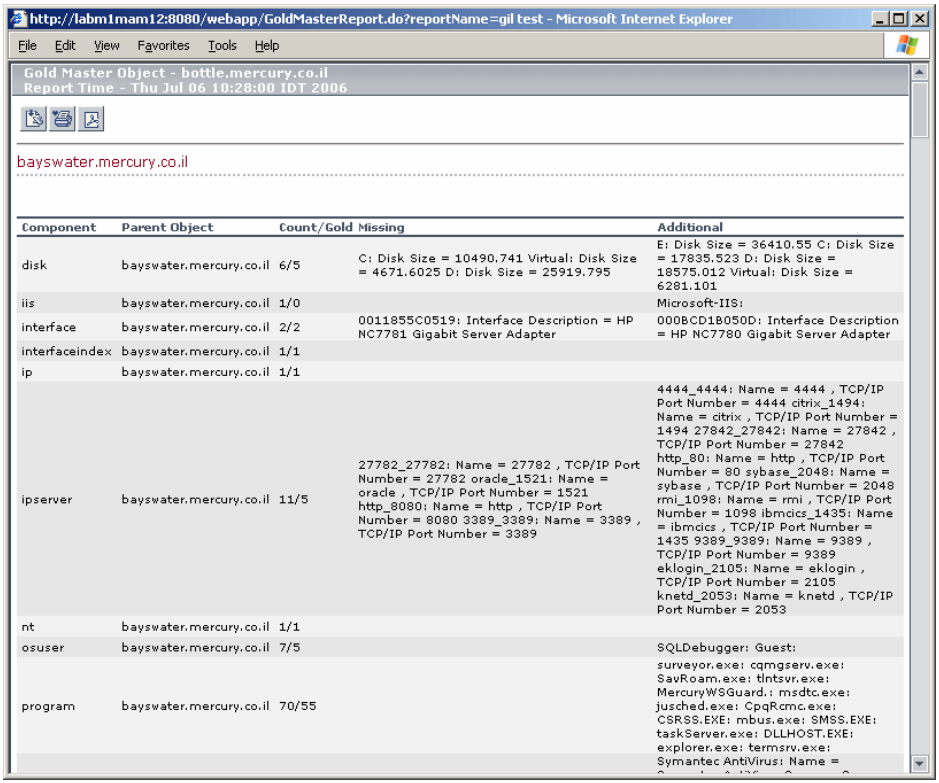


The following table describes the panes contained in the Gold Master Report tab:

Pane	Description
Left pane	Displays a list of all the Gold Master reports created in Mercury Application Mapping.
Gold Master Report Details	Has the following fields: ➤ **Name**. The report name ➤ **Description**. The report description
Gold Master Report Results	Displays the results of reports that are scheduled to run on a periodic basis in the Scheduled Actions Manager using the **Generate and Save a System Report** action. For details on using the Scheduled Actions Manager, see the *Mercury Application Mapping Administration Guide*. The Report Results pane contains the following fields: ➤ **Name**. The name of the report ➤ **Description**. A description of the report ➤ **Date**. The creation date of the scheduled report ➤ **View**. The reports that were generated at the time intervals specified in the scheduled report definition Note: To view the results of a report that was generated at specified time intervals, see "Viewing a Gold Master Report at Specific Intervals" on page 53.

4 In the left pane, select the required Gold Master report.

5 Click the **Generate Gold Master Report** button to create the report. The Gold Master Report is displayed in a separate window.



http://labm1mam12:8080/webapp/GoldMasterReport.do?reportName=gil test - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Gold Master Object - bottle.mercury.co.il
Report Time - Thu Jul 06 10:28:00 IDT 2006

bayswater.mercury.co.il

Component	Parent Object	Count/Gold Missing		Additional
disk	bayswater.mercury.co.il	6/5	C: Disk Size = 10490.741 Virtual: Disk Size = 4671.6025 D: Disk Size = 25919.795	E: Disk Size = 36410.55 C: Disk Size = 17835.523 D: Disk Size = 18575.012 Virtual: Disk Size = 6281.101
iis	bayswater.mercury.co.il	1/0		Microsoft-IIS:
interface	bayswater.mercury.co.il	2/2	0011855C0519: Interface Description = HP NC7781 Gigabit Server Adapter	000BCD1B050D: Interface Description = HP NC7780 Gigabit Server Adapter
interfaceindex	bayswater.mercury.co.il	1/1		
ip	bayswater.mercury.co.il	1/1		
ipserver	bayswater.mercury.co.il	11/5	27782_27782: Name = 27782 , TCP/IP Port Number = 27782 oracle_1521: Name = oracle , TCP/IP Port Number = 1521 http_8080: Name = http , TCP/IP Port Number = 8080 3389_3389: Name = 3389 , TCP/IP Port Number = 3389	4444_4444: Name = 4444 , TCP/IP Port Number = 4444 citrix_1494: Name = citrix , TCP/IP Port Number = 1494 27842_27842: Name = 27842 , TCP/IP Port Number = 27842 http_80: Name = http , TCP/IP Port Number = 80 sybase_2048: Name = sybase , TCP/IP Port Number = 2048 rmi_1098: Name = rmi , TCP/IP Port Number = 1098 ibmcics_1435: Name = ibmcics , TCP/IP Port Number = 1435 9389_9389: Name = 9389 , TCP/IP Port Number = 9389 eklogin_2105: Name = eklogin , TCP/IP Port Number = 2105 knetd_2053: Name = knetd , TCP/IP Port Number = 2053
nt	bayswater.mercury.co.il	1/1		
osuser	bayswater.mercury.co.il	7/5		SQLDebugger: Guest:
program	bayswater.mercury.co.il	70/55		surveyor.exe: cqmgserv.exe: SavRoam.exe: tintsvr.exe: MercuryWSGuard.: msdtc.exe: jusched.exe: CpqRcmc.exe: CSRSS.EXE: mbus.exe: SMSS.EXE: taskServer.exe: DLLHOST.EXE: explorer.exe: termsrv.exe:
				Symantec AntiVirus: Name =

The Gold Master report has the following fields:

Field	Description
Gold Master CI	The CI that is used as the template to which to compare the other CIs.
Report Time	The time the report was created.
Component	The CIT to which the CI belongs.
Parent CI	The CI under which the compared CI is located.
Count/Gold	Number of CIs in the compared CIs as opposed to the number of CIs in the Gold Master CI.
Missing	Lists the CIs that exist in the Gold Master CI but not in the compared CI.
Additional	Lists the CIs that exist in the compared CI but not in the Gold Master CI.

Viewing a Gold Master Report at Specific Intervals

You can view the results of a report that was generated at the time intervals specified in the scheduled report definition.

Note: If the report is not defined to be generated periodically, the Report Results pane is empty.

To view a Gold Master created at a specific time interval:

In the Report Results pane, click the **View Report** button in the **View** column of the report you want to generate. The Gold Master report is displayed.

Viewing the Gold Master Report in Excel Format

This section describes how to view a Gold Master report in Excel format.

To view a Gold Master report in Excel format:

Click the **Export to Excel** button in the top-right corner of the Gold Master report.

Note: For the CSV formatted report to display correctly, the comma (",") must be defined as the list separator.

In Windows, to verify or modify the list separator value, open **Regional Options** from the **Control Panel**, and on the **Numbers** tab ensure that the comma is defined as the **List Separator** value.

In Solaris, you can specify the list separator in the application that opens the CSV file.

Printing a Gold Master Report

This section describes how to print a Gold Master report.

To print a Gold Master report:

Click the **Printer Friendly** button in the top-right corner of the Gold Master report.

Converting a Gold Master Report to PDF Format

This section describes how to convert a Gold Master report to PDF format.

To convert a Gold Master report to PDF format:

Click the **Export to PDF** button in the top-right corner of the Gold Master report.

7

CI Comparison

This chapter describes Mercury Application Mapping WebView's comparison capabilities.

This chapter describes:	On page:
CI Comparison	56
Comparing Compound CIs	56
Comparing CIs by View or Database	59
Understanding the Compare CIs Dialog Box	59
Understanding the Compare CIs Dialog Box	59
Understanding the Properties Tab	60
Expanding/Collapsing the Tree	60
Finding Items Marked as Changed	61
Finding a CI by its Label	61
Understanding Change Indicators	62
Viewing and Comparing Configuration Files	63
Displaying a CI's Attributes	67
Enabling Synchronized Selection	69

CI Comparison

A compound CI is a CI that is linked to another CI by a **Container link**. Comparing two compound CIs enables you to see the difference between the hierarchies of the two CIs. For example, Host A may contain only one disk whereas Host B may contain three disks. In addition, you can also see differences in the attributes defined as **Comparable** in the CI Type Manager (see "Creating CITs" in the *Mercury Application Mapping User's Guide*). For example, there might be a difference in the operating system or disk capacity.

Note: You can only compare two CIs from the same CIT.

When you compare two compound CIs, you can either first select the CIs from the Map pane and then open the Compare compound CIs window, or, alternatively, open the Compare compound CIs window first and then select the two CIs you want to compare.

Mercury Application Mappingalso allows you to display the child CIs of the compared CIs that appear in the selected view. For details, see "Comparing CIs by View or Database" on page 59.

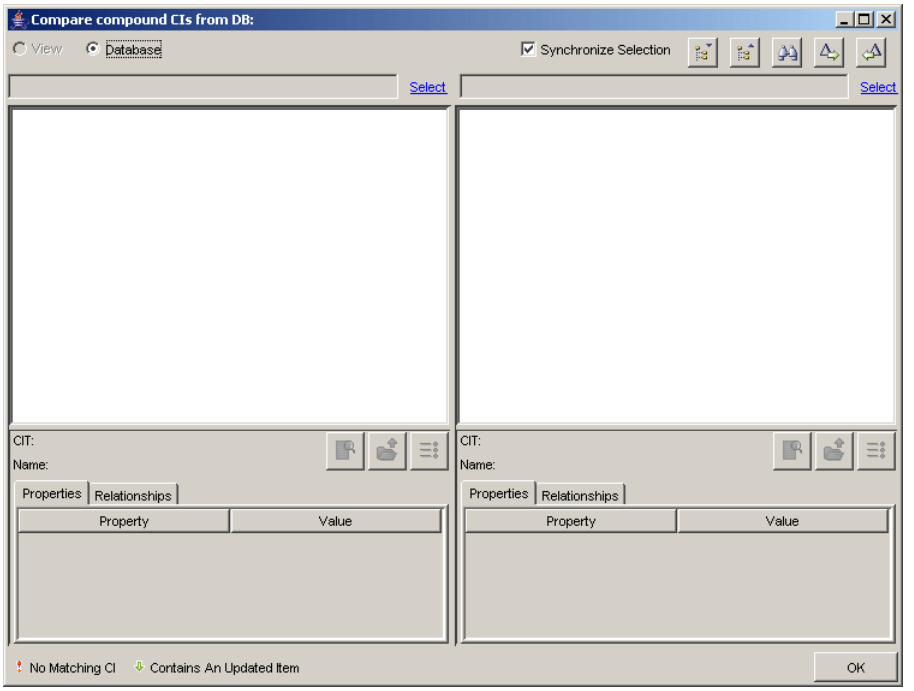
Comparing Compound CIs

This section describes how to compare compound CIs.

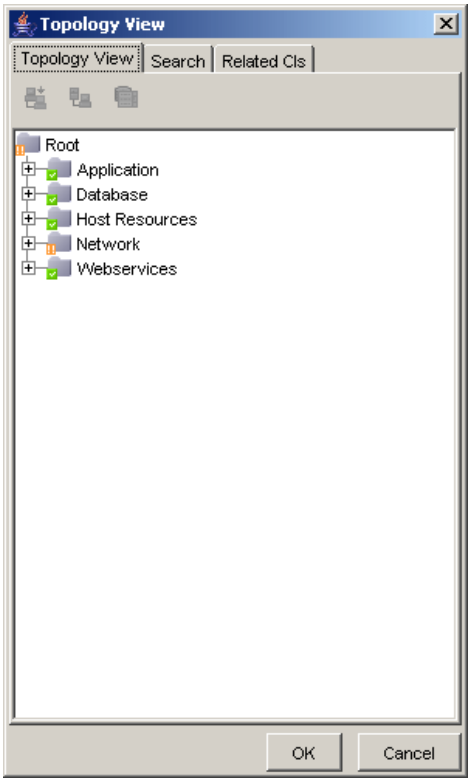
To compare compound CIs:

1. Click the **Configuration Management** tab at the top.
2. Click the **Compare CIs** tab.

3 The Compare compound CIs dialog box opens.



Select **4** Click **Select** above the top-right corner of each pane to select the CIs you want to compare. The following is displayed.



You can select CIs in the following ways:

- In the **Topology View** tab, select the required CI. To view and edit a CI's attributes, see "Viewing and Editing CI Attributes" in the *Mercury Application Mapping User's Guide*.
- In the **Search** tab, search for CIs in existing views or in the entire CMDB. For details, see "Searching for CIs" in the *Mercury Application Mapping User's Guide*.
- In the **Related CIs** tab, select a CI that is related to the selected CI in the **Topology View** tab. For details, see "Displaying Related CIs" in the *Mercury Application Mapping User's Guide*.

Comparing CIs by View or Database

You can display the compared CIs and their child CIs that appear in the selected view or in the CMDB.

To compare CIs by view or database:

1. In the Compare Compound CIs dialog box, select the two CIs you want to compare. For details, see "Comparing Compound CIs" on page 56.
2. Select one of the following options in the top left-hand corner:
   - **View** to display the selected CIs and their child CIs that appear in the view.
   - **Database** to display the selected CIs and their child CIs that appear in the CMDB.

Understanding the Compare CIs Dialog Box

The Compare CIs dialog box is divided into two sections. Each side displays an hierarchical tree structure of the CIs you selected. When you select a CI on one side, the corresponding CI on the other side is automatically selected, provided the **Synchronize Selection** check box is selected. (For details, see "Enabling Synchronized Selection" on page 69.)

The following information is displayed under the tree when you select a CI:

- **CIT**. The name of the CIT to which the CI belongs as defined in the CI Type Manager.
- **Name**. The name of the CI as defined in the CI's label.

Understanding the Properties Tab

The **Properties** tab displays only the attributes of the CI whose values have been defined as **Comparable**. For more information about the **Comparable** option, see "Creating CITs" on page 384.

The **Properties** tab has the following two fields:

Field	Description
Property	Displays the attribute name for the selected CI which was marked as **Comparable** in the CI Type Manager.
Value	Displays the property value for the currently selected CI.

Expanding/Collapsing the Tree

This section describes how to expand and collapse the tree.

To expand the entire tree:

Select a CI and click the **Expand All** button.

To collapse the tree:

Select a CI and click the **Collapse All** button.

Finding Items Marked as Changed

This section describes how to find the items that have been marked as changed. For information on the change indicators, see "Understanding Change Indicators" on page 62.

To find the next occurrence of an item marked as changed:

Click the **Next Difference** button.

To find the previous occurrence of an item marked as changed:

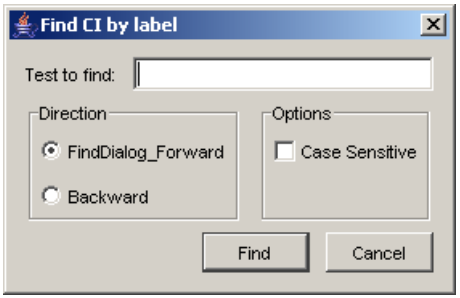
Click the **Previous Difference** button.

Finding a CI by its Label

You can search for a CI within the selected view whose label contains the searched text. You can specify a whole word or part of it.

To find the CI for which you are looking:

1 Click the **Find** button to open the Find CI by label dialog box.



2 In the **Text to find** box, type the text you want to find.

3 In the **Direction** section, specify whether you want to do a forward or backward search.

4 In the **Options** section, select the **Case Sensitive** box if you want the matches to be case sensitive.

5 Click **Find**. If Mercury Application Mapping WebView finds a match, it selects the CIs.

Understanding Change Indicators

This section describes the icons that indicate the kind of change that has occurred in the compared CIs. The indicator key appears at the bottom of the Compare compound CIs dialog box.

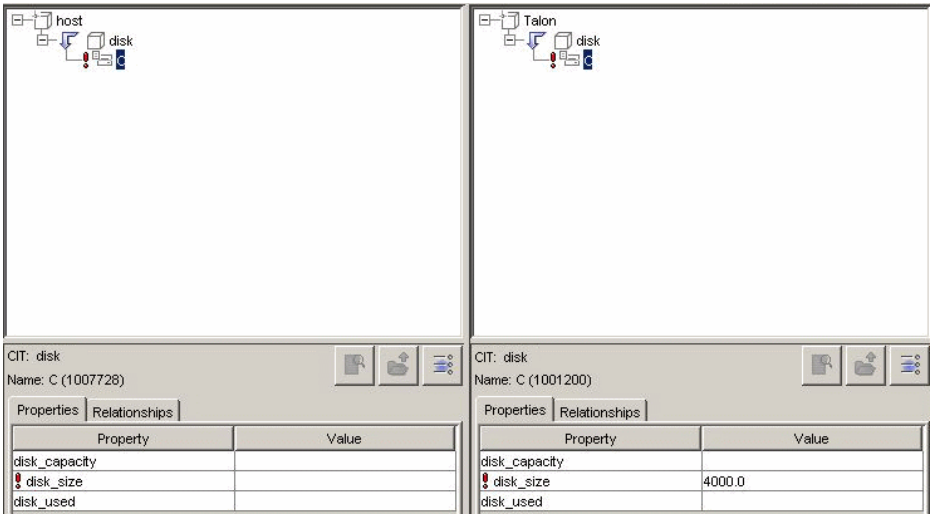
This section includes:

➤ "No Matching CI Icon" on page 62

➤ "Has a Non-Matching Child Icon" on page 63

No Matching CI Icon

The **No Matching CI** icon indicates that a CI on one side does not match any corresponding CI on the other side. The example below shows that the CI called **C** has the **No Matching CI** icon because of the change to the disk size (see the **Properties** tab underneath the tree structure on the right side).



Has a Non-Matching Child Icon

The **Has a Non-Matching Child** icon indicates that the CI has a match but one of its children does not have a match. The **disk** CI in the illustration above has a **Has a Non-Matching Child** icon due to a change to its child CI.

Viewing and Comparing Configuration Files

The Compare compound CIs dialog box enables you to view a CI's configuration file, and also compare the configuration files of two different CIs.

This section includes:

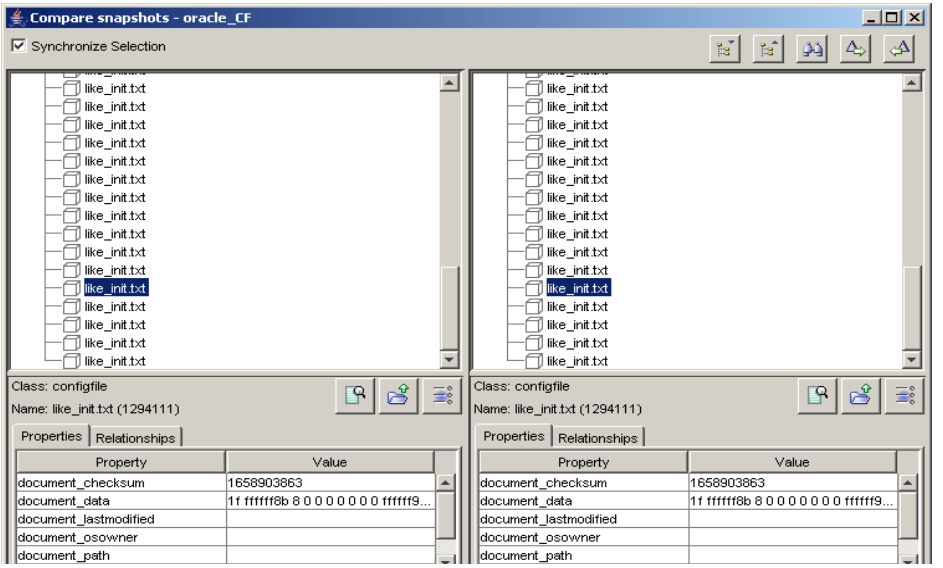
- "Viewing a CI's Configuration File" on page 64
- "Showing the Difference Between Two Configuration Files" on page 65

Viewing a CI's Configuration File

This section describes how to view a CI's configuration file.

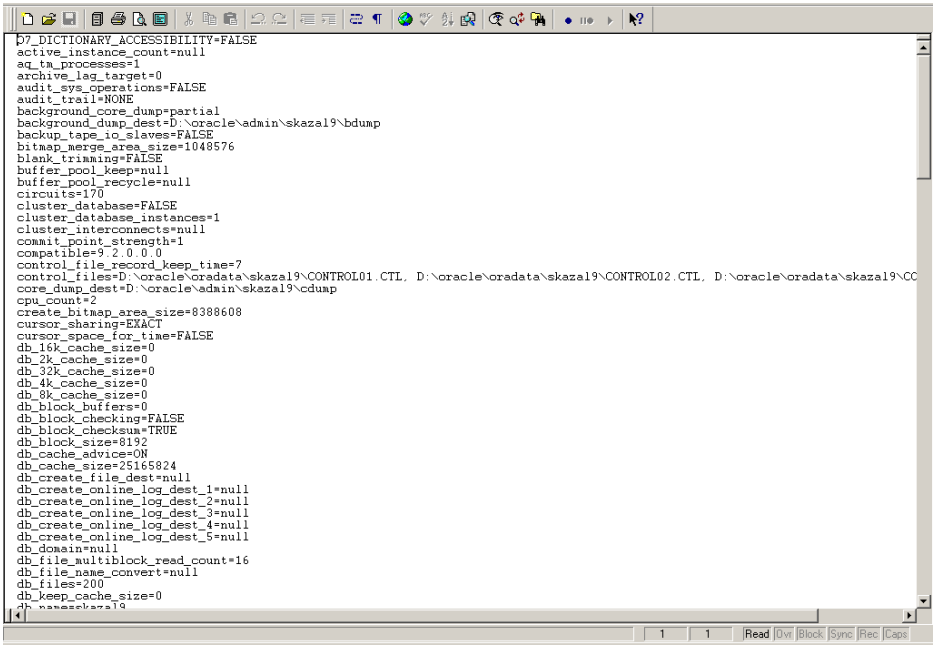
To view a CI's configuration file:

1 In the Compare compound CIs dialog box, click **Select** and select a CI of the CIT **configfile** on each side (for details, see "Comparing Compound CIs" on page 56).



2 Click the **Open** button to open the CI's configuration file.

Note: This button is only enabled if you have selected a CI of the CIT **configfile** from the tree.



Showing the Difference Between Two Configuration Files

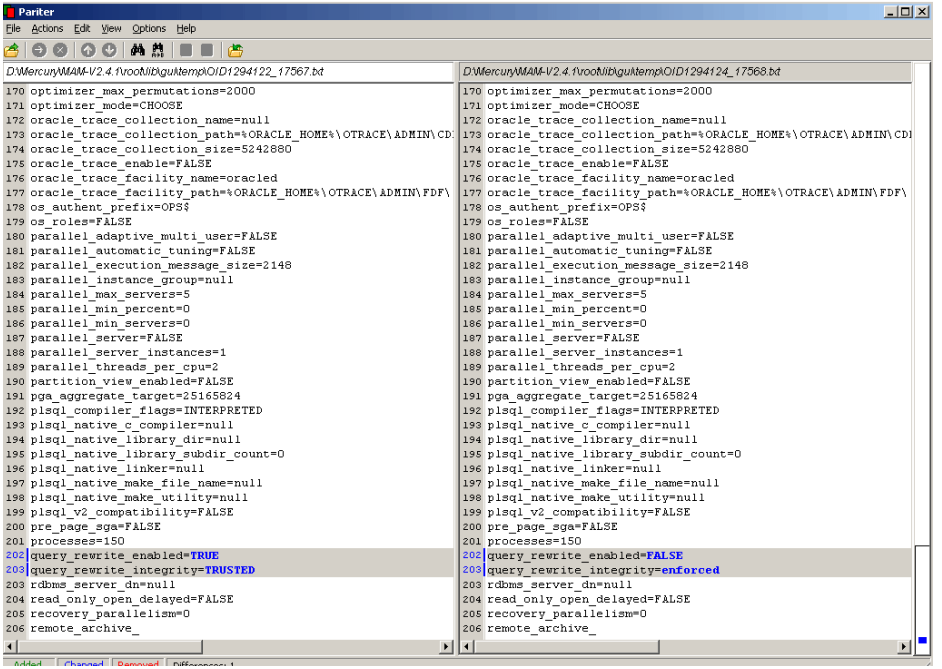
This section describes how to show the difference between two configuration files.

To show the difference between the two configuration files:

1 In the Compare compound CIs dialog box, click **Select** and select a CI of the CIT **configfile** from each side.

2 Click the **Show Difference** button.

Note: This button is only enabled if you have selected a CI of the CIT **configfile** from the tree.



The differences in the configuration files are marked in blue.

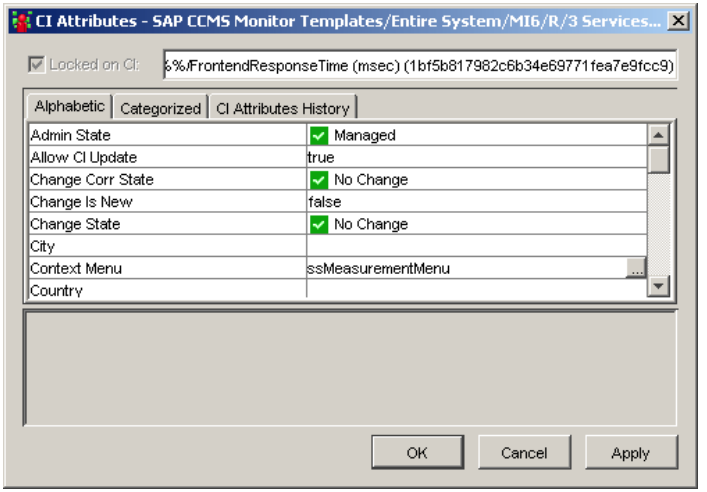
Displaying a CI's Attributes

You can display the selected CI's attributes.

To display a CI's attributes:

1 In the Compare compound CIs dialog box, select a CI from one of the trees.

2 Select the **Show CI Attributes** button to open the CI Attributes dialog box.



The CI Attributes dialog box enables you to view the attributes defined for the selected CI. The name of the selected CI appears at the top.

The CI Attributes dialog box has the following tabs:

- **Alphabetic**. Displays the CI's attributes in alphabetical order.
- **Categorized**. Displays the CI's attributes according to the CIT to which it belongs. Click the **Expand** button to display the CI attributes for that CIT.

- **CI Attributes History**. Displays a list of attributes in which changes have occurred.

Note: The CI Attributes History tab only displays the attributes whose values have been defined as **Change Monitored** in the Add Attributes dialog box in the CI Type Manager. For details, see "Creating CIT Methods" in the *Mercury Application Mapping User's Guide*.

The CI Attributes History tab has the following fields:

Field	Description
Attribute	The name of the attribute.
Change Date	The date when the change occurred.
Changer	Indicates the cause of the change. For example, the field can contain the name of a user or a discovery pattern.
New Value	The new value of the attribute.

You can reduce the number of attributes that appear in the CIs Attributes History tab by selecting an attribute from the **Filter by** list.

Note: To view the updated information in the CI Attributes History tab, close the dialog box and then reopen it.

Enabling Synchronized Selection

Select the **Synchronize Selection** check box at the top-left corner of the Compare compound CIs dialog box to enable you to select a CI on one side and have its corresponding CI automatically selected on the other side.

The default for the **Synchronize Selection** check box is selected. Clearing this check box allows you to compare two different CIs by selecting one on each of the two trees. This allows you to compare two different CIs and see their different properties.

The nonmatching properties is marked by a **No Matching CI** icon in the **Properties** tab (see "No Matching CI Icon" on page 62).

8

Change Report

This chapter describes how to generate a Change report.

This chapter describes:	On page:
Understanding Change Reports	71
Generating a Change Report for a CI	72
Viewing the Change History of a Specific CI	77
Viewing the Change History of CIs Linked by a Container Link Relationship	78
Performing a Snapshot Comparison	81
Viewing Statistics	82
Determining the Number of Rows Per Table	83

Understanding Change Reports

A Change report displays information about the changes made to the properties of those CIs that were assigned to keep this information. The report displays:

- Changes that occurred in a selected CI and all its descendents.
- Information about which CI with a **Container link** relationship was added to or removed from a CI.

- Information about which CI, whose relationship was defined with a TRACK_LINK_CHANGES qualifier, was added to or removed from a CI. For information about qualifier conditions, see "Defining Qualifier Conditions" in the *Mercury Application Mapping User's Guide*.

  A CI is displayed in the Change report only when the following conditions occur:

  - At least one of the history-sensitive properties of the CI has been updated.
  - The property that was changed had been assigned the **Change Monitored** attribute.

Generating a Change Report for a CI

This section describes how to generate a Change report within a specific time frame. The Change report displays the changes that occurred within a defined time frame.

Note: The Change report option is also available for any CI or CI's descendents whose history-sensitive properties were modified.

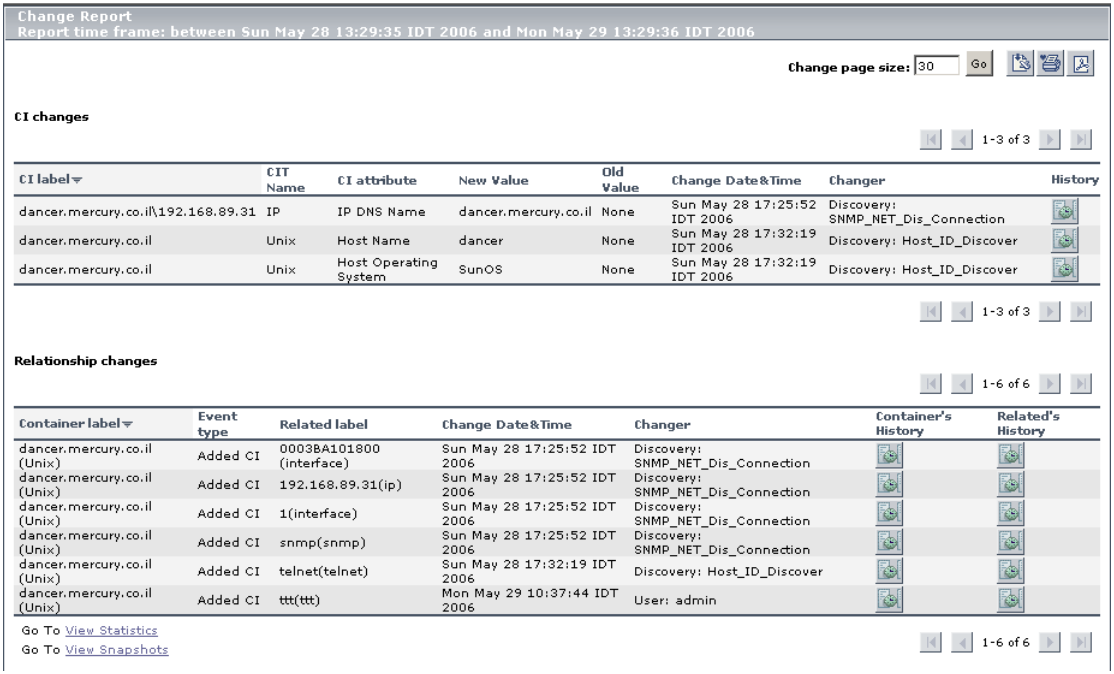
This section includes the following topics:

- "Generating a Change Report" on page 73
- "Sorting the Contents of a Column in the Report" on page 76
- "Viewing the Report in Excel Format" on page 76
- "Printing the Contents of the Report" on page 76
- "Converting the Report to PDF Format" on page 77

Generating a Change Report

This section describes how to generate a Change report.

A typical Change report is as follows:



Change Report
Report time frame: between Sun May 28 13:29:35 IDT 2006 and Mon May 29 13:29:36 IDT 2006

Change page size: 30 Go

CI changes

1-3 of 3

CI label	CIT Name	CI attribute	New Value	Old Value	Change Date&Time	Changer	History
dancer.mercury.co.il\192.168.89.31	IP	IP DNS Name	dancer.mercury.co.il	None	Sun May 28 17:25:52 IDT 2006	Discovery: SNMP_NET_Dis_Connection	
dancer.mercury.co.il	Unix	Host Name	dancer	None	Sun May 28 17:32:19 IDT 2006	Discovery: Host_ID_Discover	
dancer.mercury.co.il	Unix	Host Operating System	SunOS	None	Sun May 28 17:32:19 IDT 2006	Discovery: Host_ID_Discover	

1-3 of 3

Relationship changes

1-6 of 6

Container label	Event type	Related label	Change Date&Time	Changer	Container's History	Related's History
dancer.mercury.co.il (Unix)	Added CI	0003BA101800 (interface)	Sun May 28 17:25:52 IDT 2006	Discovery: SNMP_NET_Dis_Connection		
dancer.mercury.co.il (Unix)	Added CI	192.168.89.31(ip)	Sun May 28 17:25:52 IDT 2006	Discovery: SNMP_NET_Dis_Connection		
dancer.mercury.co.il (Unix)	Added CI	1(interface)	Sun May 28 17:25:52 IDT 2006	Discovery: SNMP_NET_Dis_Connection		
dancer.mercury.co.il (Unix)	Added CI	snmp(snmp)	Sun May 28 17:25:52 IDT 2006	Discovery: SNMP_NET_Dis_Connection		
dancer.mercury.co.il (Unix)	Added CI	telnet(telnet)	Sun May 28 17:32:19 IDT 2006	Discovery: Host_ID_Discover		
dancer.mercury.co.il (Unix)	Added CI	ttt(ttt)	Mon May 29 10:37:44 IDT 2006	User: admin		

Go To View Statistics
Go To View Snapshots

1-6 of 6

The information in the Change report is divided into two tables:

- **CI changes**. Displays information about the changes made to the properties of CIs, which were assigned to keep this information.

  The following information is displayed in the **CI changes** table:

Item	Description
CI Label	The label of the path from the root to the CI.
CIT Name	The name of the CIT (internal).
CI Attribute	The name of the CI attribute that was updated.
New Value	The new value of the CI attribute.

Item	Description
Old Value	The previous value of the CI attribute (before the change).
Change Date & Time	The date and time at which the update was performed.
Changer	The name of the user that manually modified the CI's property, or the name of the Discovery Probe that automatically discovered a change made to the CI's property.
History	Click the icon to view the change history for the CI. For details, see "Viewing the Change History of a Specific CI" on page 77.

➤ **Relationship changes**. Contains information about which CI, with a **Container link** relationship, was added to or removed from a CI.

The following information is displayed in the **Relationship changes** table:

Item	Description
Container Label	The label of the path from the root to the container CI.
Event type	You can have one of the following values: ➤ **Added CI.** A contained CI was added to the container CI using a **Container link** relationship. ➤ **Removed CI**. A contained CI that was linked to a container CI using a **Container link** was removed.
Related label	The label of the path from the root to the contained CI.
Change Date & Time	The date and time at which the update was performed.

Item	Description
Changer	The name of the user that manually modified the CI's property, or the name of the discovery probe that automatically discovered a change made to the CI's property.
History	Click the icon to view the change history for the CI. For details, see "Viewing the Change History of a Specific CI" on page 77 and "Viewing the Change History of CIs Linked by a Container Link Relationship" on page 78.

Note: A backslash (\) in a CI name indicates a parent-child relationship with the format: <parent_CI>\<child_CI>. For example, the entry dancer.mercury.co.il\192.168.89.31 provides change information for the 192.168.89.31 CI which is the child of the dancer.mercury.co.il CI.

To generate the Change report for the selected CI and its descendents:

1 Click the Main tab at the top.

2 In the Explorer Tree, select a CI whose properties have changed.

3 Click the Change Report button to open the Change Report Time Frame dialog box.

4 To define the required time frame for the Change report, do the following:

- Click the buttons to the right of the **From** and **To** fields to define the beginning and end of the required time period.
- In the calendar that opens, choose the required date and time.
- Select **Now** to define the end of the period as the current date.

5 Click **Generate** to display the Change report for the selected CI and its descendents.

Sorting the Contents of a Column in the Report

You can sort the contents of a column in the report.

To sort the contents of a column:

1. Click a column header.
2. To change the sort order, click the column header again.

Once a column has been sorted, its header displays a triangle pointed upwards for ascending order or downwards for descending order.

Viewing the Report in Excel Format

You can view the report in Excel format.

To view the report in Excel format:

Click the **Export to Excel** button in the top-right corner of the Change Report.

Note: For the CSV formatted report to display correctly, the comma (",") must be defined as the list separator.

In Windows, to verify or modify the list separator value, open **Regional Options** from the **Control Panel**, and on the **Numbers** tab ensure that the comma is defined as the **List Separator** value.

In Solaris, you can specify the list separator in the application that opens the CSV file.

Printing the Contents of the Report

You can print the contents of the report.

To print the contents of the report:

Click the **Print** button in the top-left corner of the Change Report.

Converting the Report to PDF Format

You can convert the report to PDF format.

To convert the report to PDF format:

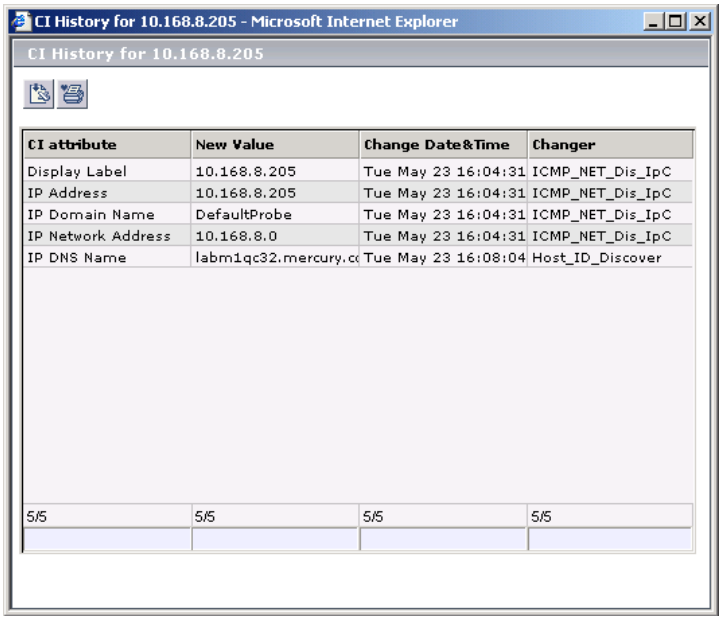
To convert the Change report to PDF format, click the **Export to PDF** button in the top-right corner.

Viewing the Change History of a Specific CI

This section describes how to view the changes in the properties of a specific CI.

Note: To display the Change History report, make sure that popups are not blocked in your browser.

A typical Change History report is as follows:



The page displays the following information:

Item	Description
CI Attribute	The name of the CI attribute that was updated.
New Value	The new value of the CI attribute.
Change Date & Time	The date and time when the update was performed.
Changer	The name of the user that manually modified the CI's property, or the name of the discovery probe that automatically discovered a change made to the CI's attribute.

To view the change history of a specific CI:

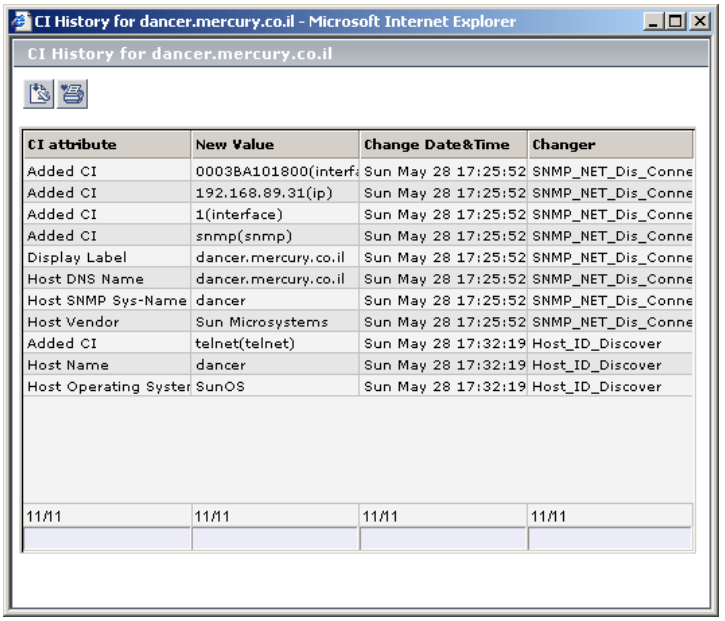
In the Change report, double-click the **History** icon for the required CI in the **CI changes** table. The History page opens.

Viewing the Change History of CIs Linked by a Container Link Relationship

This section describes how to view the change history of CIs linked by a **Container link** relationship.

Note: To display the Change History report, ensure that popups are not blocked in your browser.

A typical Change History report is as follows:



CI attribute	New Value	Change Date&Time	Changer
Added CI	0003BA101800(interf	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Added CI	192.168.89.31(ip)	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Added CI	1(interface)	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Added CI	snmp(snmp)	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Display Label	dancer.mercury.co.il	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Host DNS Name	dancer.mercury.co.il	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Host SNMP Sys-Name	dancer	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Host Vendor	Sun Microsystems	Sun May 28 17:25:52	SNMP_NET_Dis_Conne
Added CI	telnet(telnet)	Sun May 28 17:32:19	Host_ID_Discover
Host Name	dancer	Sun May 28 17:32:19	Host_ID_Discover
Host Operating Syster	SunOS	Sun May 28 17:32:19	Host_ID_Discover
11/11	11/11	11/11	11/11

The page displays the following information:

Item	Description
CI Attribute	The name of the CI attribute that was updated.
New Value	The new value of the CI attribute.
Change Date & Time	The date and time when the update was performed.
Changer	The name of the user that manually modified the CI's property, or the name of the discovery probe that automatically discovered a change made to the CI's attribute.

To view the change history of CIs linked by a Container link relationship:

In the Change report, do the following in the **Relationship changes** table:

➤ To view the change history of the container CI, double-click the **Container's History** icon for the required CI.

➤ To view the change history of the related CI, double-click the **Related's History** icon for the required CI.

The CI History page opens.

1 To sort the columns of the report, see "Sorting the Contents of a Column in the Report" on page 76.

2 To view the report in Excel format, see "Viewing the Report in Excel Format" on page 76.

3 To sort the columns of the report, see "Printing the Contents of the Report" on page 76.

Performing a Snapshot Comparison

This section describes how to perform a snapshot comparison if snapshots for the selected view were saved in Mercury Application Mapping. For details about snapshots,"Environment Comparison" on page 85.

To perform a snapshot comparison:

1 At the bottom of the Change Report window, click **View Snapshots** to open a separate window in your Web browser displaying the snapshots that were saved for the selected view.

Note: The View Snapshots option appears only if snapshots for the selected view were saved.

---

2 Select the two snapshots you want to compare.

3 Click **Compare** to open a separate window in your Web browser. The window is divided into two sections. Each side displays a hierarchical tree structure of all of the CIs in the topology map for that snapshot version.

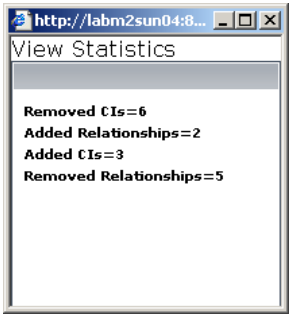
For details about the Change report, see "Generating a Change Report for a CI" on page 72.

Viewing Statistics

You can view the statistics on the number of CIs that were removed from and added to the selected view.

To view statistics regarding CIs that were added and removed from the view:

At the bottom of the Change Report window, click **View Statistics** to open the View Statistics window.



This window displays the following statistics:

Item	Description
Removed CIs	The number of CIs that were removed from the view.
Added Relationships	The number of relationships that were added to the view.
Added CIs	The number of CIs that were added to the view.
Removed Relationships	The number of relationships that were removed from the view.

For details about the Change report, see “Generating a Change Report for a CI” on page 72.

Determining the Number of Rows Per Table

The information in a Change report is divided into pages. The number of pages depends on how many rows appear in each table. You can determine the maximum number of rows you want to appear in each table (**CI Changes** and **Relationship Changes)** of the Change report.

To determine the number of rows that appear in a table:

1. In the **Change page size** box, enter the maximum number of rows you want to appear in each table of the Change report.
2. Click **Set**.
3. To view other pages, use the left and right arrows. The number between the left and right arrows indicate which pages are currently being displayed. For example, 1 - 2 of 3 means that the 1st and 2nd rows out of 3 are being displayed.

9

Environment Comparison

This chapter describes how to perform a snapshot comparison if snapshots for the selected view were saved in Mercury Application Mapping.

This chapter describes:	On page:
About Environment Comparison	85
Comparing Snapshots Taken at Different Times	86
Understanding the Compare Snapshots Dialog Box	88

About Environment Comparison

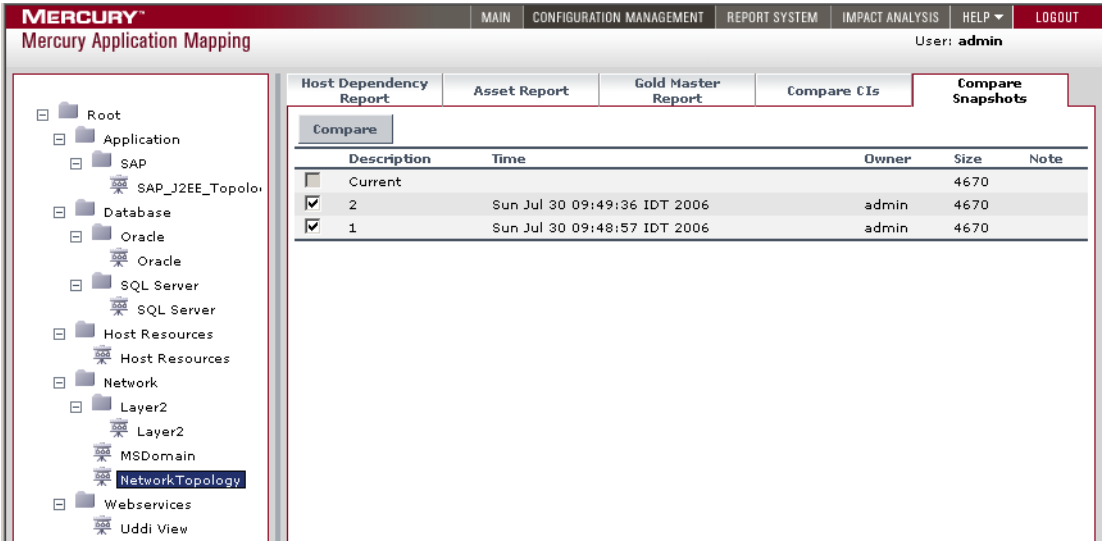
Mercury Application Mapping WebView's environment comparison feature shows the status of a view in one snapshot as opposed to its status taken at a different time. You can compare a current snapshot to a previous snapshot or two snapshots both taken in the past.

Comparing Snapshots Taken at Different Times

Mercury Application Mapping WebView allows you to compare two snapshots of a specific view taken at different times. This feature enables you to visualize the differences between the views by comparing the statuses of the view at the times the snapshots were taken.

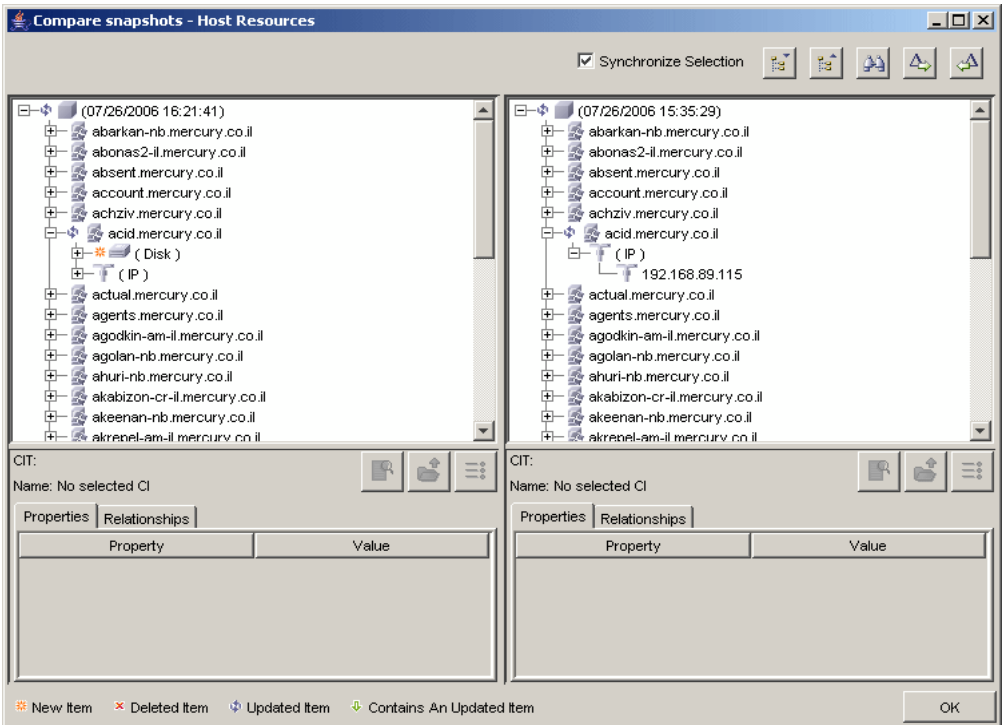
To compare different snapshots of the same view:

1. Click the Configuration Management at the top.
2. In the Explorer Tree, select the required view.
3. Click the **Compare Snapshots** tab.



4. Select the two snapshots you want to compare.

5 Click the **Compare** button to open the Compare snapshots dialog box.



Note: For details about the Compare snapshots dialog box, see “Understanding the Compare Snapshots Dialog Box” on page 88.

Understanding the Compare Snapshots Dialog Box

The Compare Snapshots dialog box is divided into two sections. Each side displays an hierarchical tree structure of all the CIs in the topology map for that snapshot version. The left side always represents the newer of the two versions. When you select a CI on one side, the corresponding CI on the other side is automatically selected (provided the **Synchronize Selection** check box is selected).

The following information is displayed under the tree when you select a CI:

- **CIT**. The name of the CIT to which the CI belongs as defined in the CI Type model.
- **Name**. The name of the CI as defined in the CI's label.

This section contains the following topics:

- "Compare Snapshots Dialog Box Tabs" on page 89
- "Expanding and Collapsing the Entire Tree" on page 89
- "Finding Items Marked as Changed" on page 90
- "Finding a CI by Its Label" on page 90
- "Change Indicators" on page 91
- "Viewing and Comparing a Configuration File" on page 95
- "Displaying a CI's Attributes" on page 98
- "Enabling Synchronized Selection" on page 99

Compare Snapshots Dialog Box Tabs

The Compare snapshots dialog box contains the following two tabs:

Tab	Description
Properties	Displays only the attributes of the CI whose values have been defined as either **Change Monitored**, **Asset Data**, or **Comparable** in the Add Attribute dialog box in the CI Type Manager. For details, see "Creating CITs" on page 384. The **Properties** tab has the following two fields: ➤ **Property**. Displays the attribute name for the selected CI which was marked as **Change Monitored** in the CI Type Manager. ➤ **Value**. Displays the value for the currently selected CI.
Relationships	Displays the relationships with which the different CIs are connected within the view. The **Relationships** tab has the following two fields: ➤ **Property**. Displays the relationship types. For example, **container_f** or **contained**. ➤ **Value**. Displays the direction indicator (an arrow either pointing to the left or the right) and the target/source CI to which the arrow is pointing.

Expanding and Collapsing the Entire Tree

This section describes how to expand and collapse the entire tree.

To expand the entire tree:

Select the view at the top of the tree and click the **Expand All** button.

To collapse the entire tree:

Select the view at the top of the tree and click the **Collapse All** button.

Finding Items Marked as Changed

This section describes how to find the items that have been marked as changed.

To find the next occurrence of an item marked as changed:

Click the **Next Difference** button.

To find the previous occurrence of an item marked as changed:

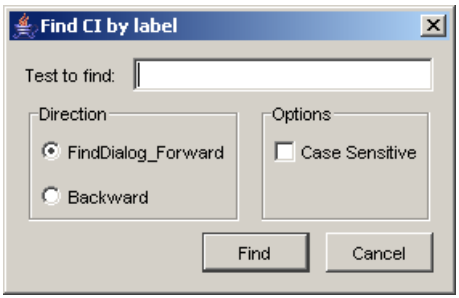
Click the **Previous Difference** button.

Finding a CI by Its Label

Mercury Application Mapping WebView enables you to search for a CI within the selected view whose label contains the searched text. You can specify a whole word or part of it.

To find the CI by its label:

1 Click the **Find** button to open the Find CI by label dialog box.



2 In the **Text to find** box, type the text you want to find.

3 In the **Direction** section, specify whether you want to do a forward or backward search.

4 In the **Options** section, select the **Case Sensitive** box if you want the matches to be case sensitive.

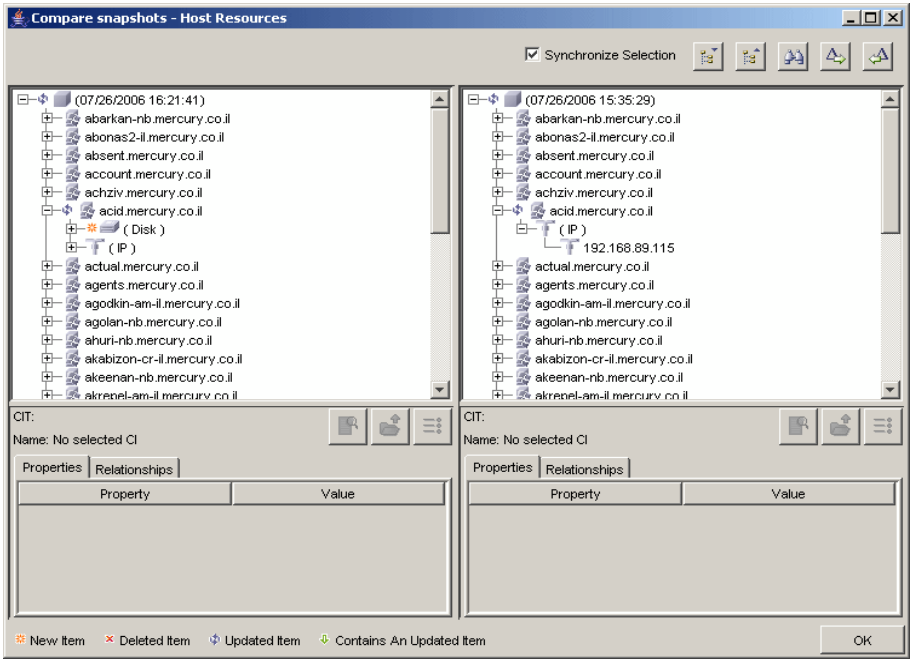
5 Click **Find**. If Mercury Application Mapping WebView finds a match, it selects the CIs that appear in the topology map of both snapshot versions.

Change Indicators

This section describes the icons that indicate the kind of change that has occurred in the compared views. The indicator key appears at the bottom of the Compare snapshots dialog box.

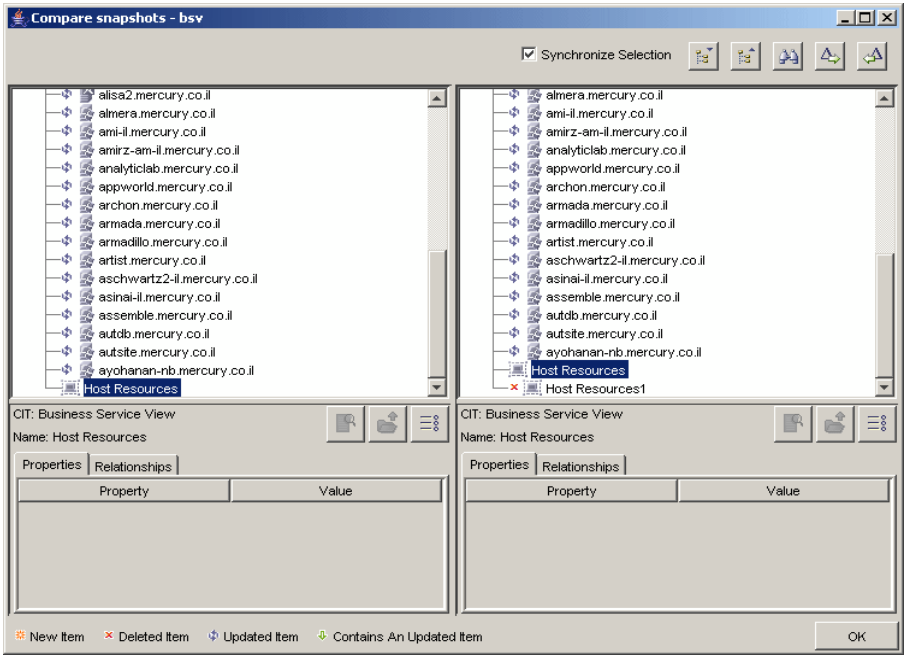
New Item Icon

The **New Item** icon indicates that a new CI has been added to the view. The example below shows that the CI **Disk** has been added to the view in the snapshot at the left.



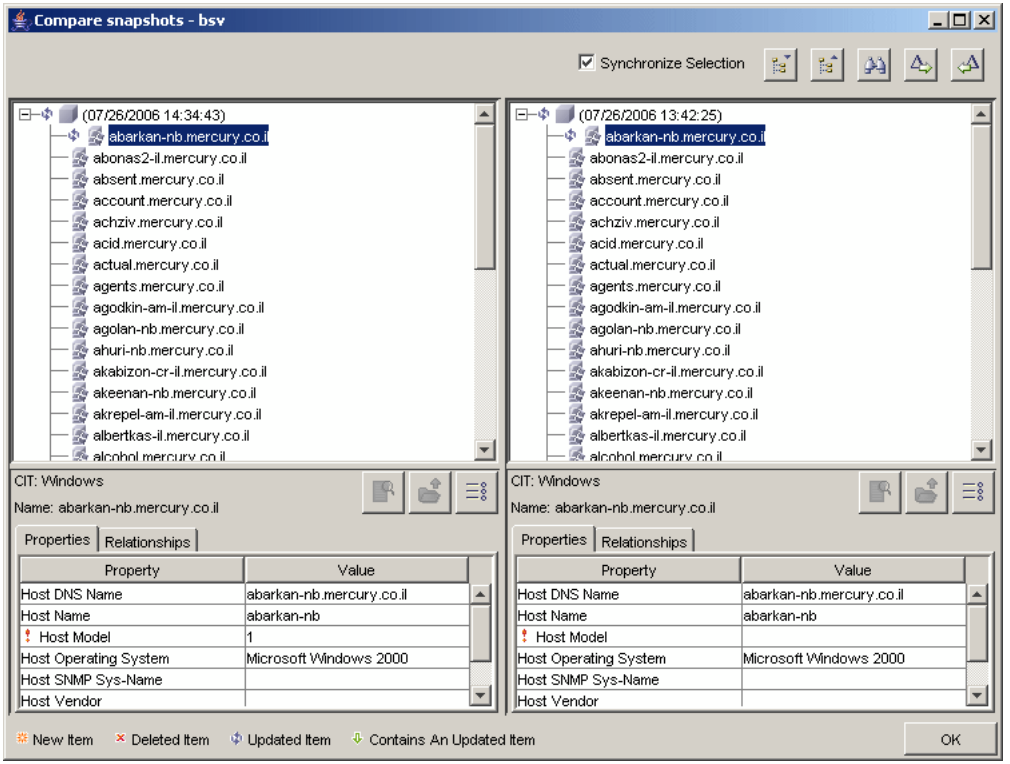
Deleted Item Icon

The **Deleted Item** icon indicates that a CI has been deleted from the view. For example, the figure below shows that the CI **HostResources1** has been deleted from the view in the snapshot at the right.



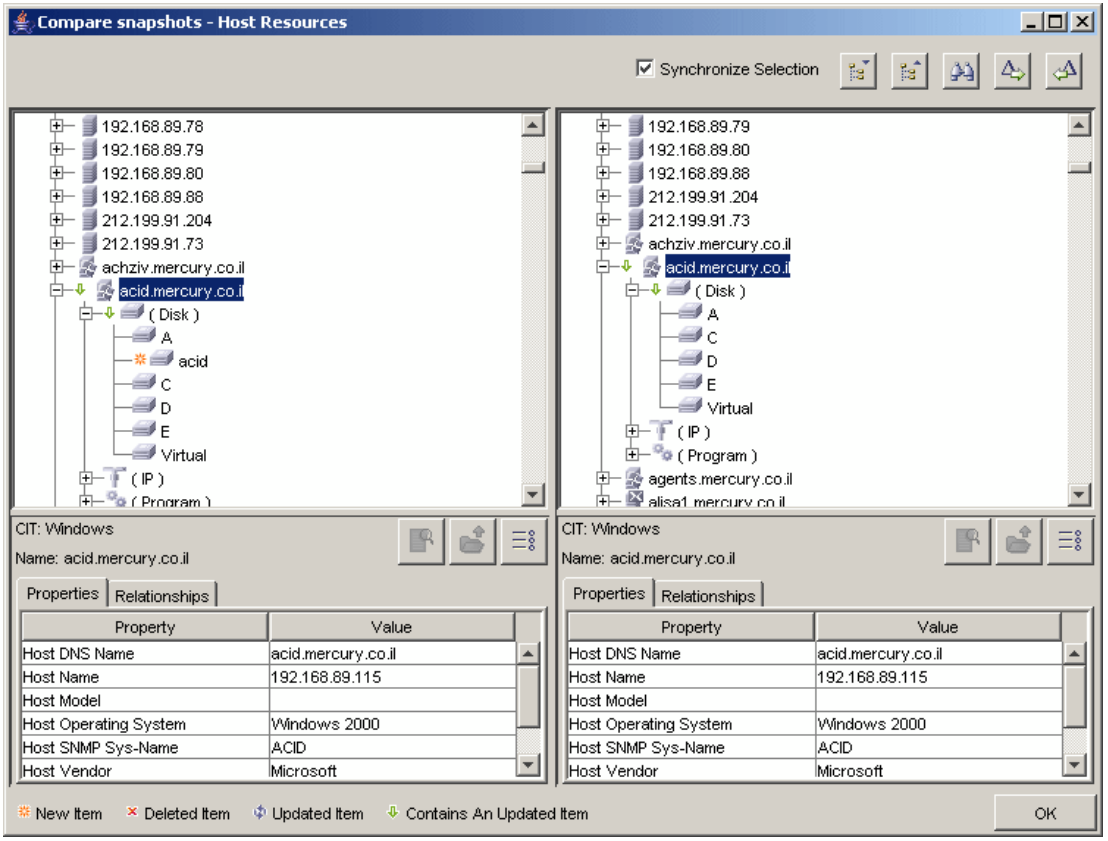
Updated Item Icon

The **Updated Item** icon indicates that a CI whose attribute value has been defined as **Change Monitored**, has changed For example, the figure below shows that the CI called **abarkan.nb.mercury.co.il** has the **Updated Item** icon because it received the new value **1** (see the **Properties** tab underneath the tree structure).



Contains an Updated Item Icon

The **Contains an Updated Item** icon indicates that either a new child CI was created for a CI or an existing child CI was edited or deleted. For example, the **acid.mercury.co.il** CI in the figure below has a **Contains an Updated Item** icon due to the changes made to its child CIs.

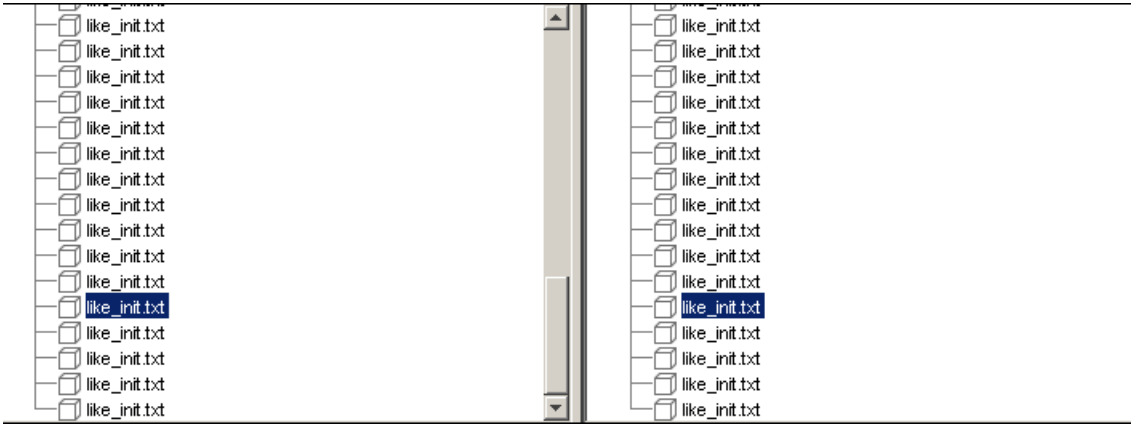


Viewing and Comparing a Configuration File

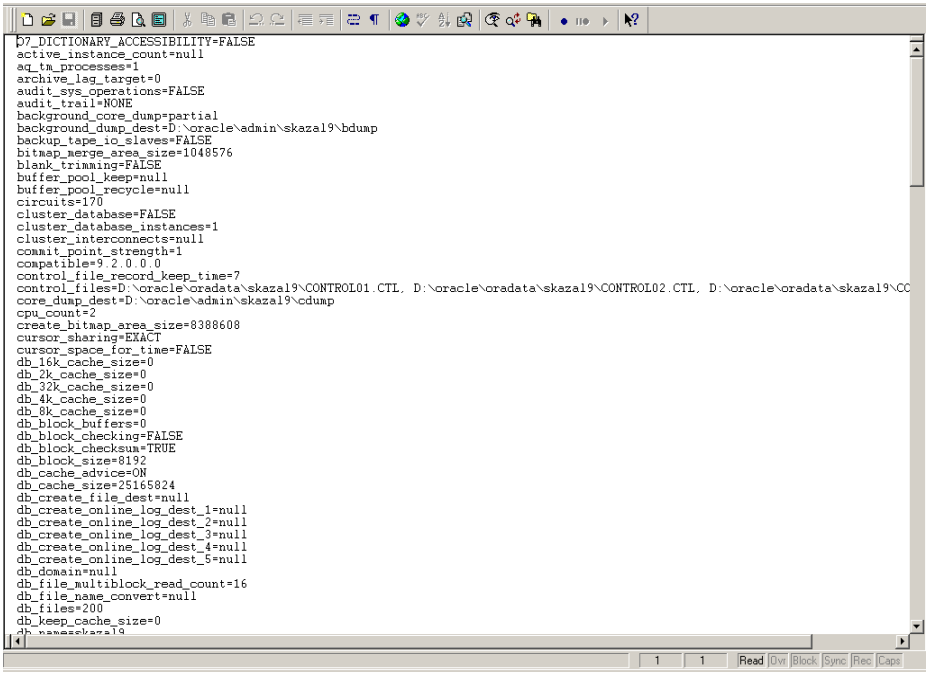
A configuration file is a file that has the content of a configuration file, a parameter file, or an **.ini** file. The Compare Snapshots dialog box enables you to view a configuration file, and also compare what the configuration file looked like at different times.

To view a configuration file:

1 In the Compare Snapshots dialog box, select a CI of the CIT **configfile** from the tree.


like_init.txt
like_init.txt
like_init.txt

Note: This button is only enabled if you have selected a CI of the CIT **configfile** from the tree.

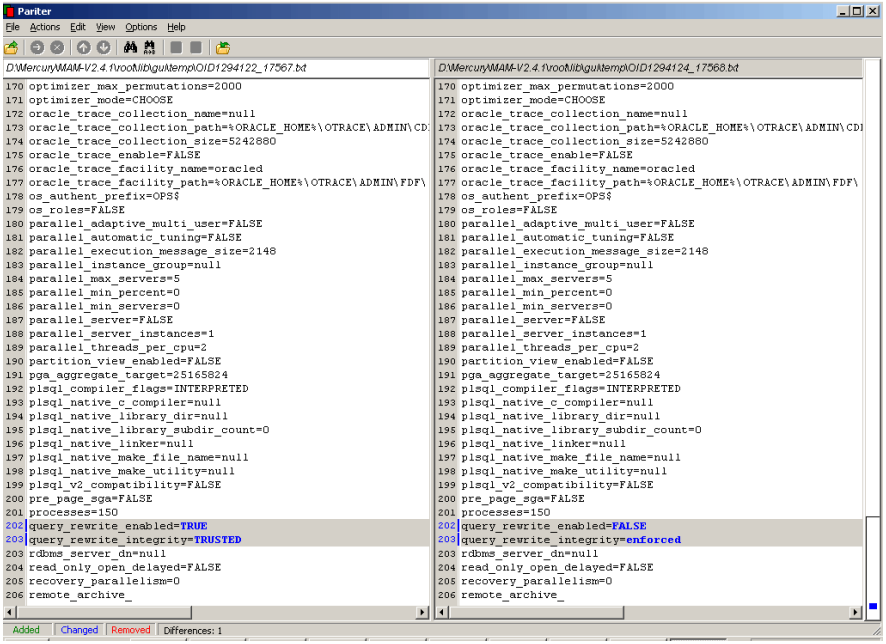


To compare what the configuration file looked like at different times:

1. In the Compare Snapshots dialog box, select a CI of the CIT **configfile** from the tree.

2. Click the **Show Difference** button to display what the configuration file looked like at the time each snapshot was taken.

Note: This button is only enabled if you have selected a CI of the CIT **configfile** from the tree.



The differences in the configuration file are marked in blue.

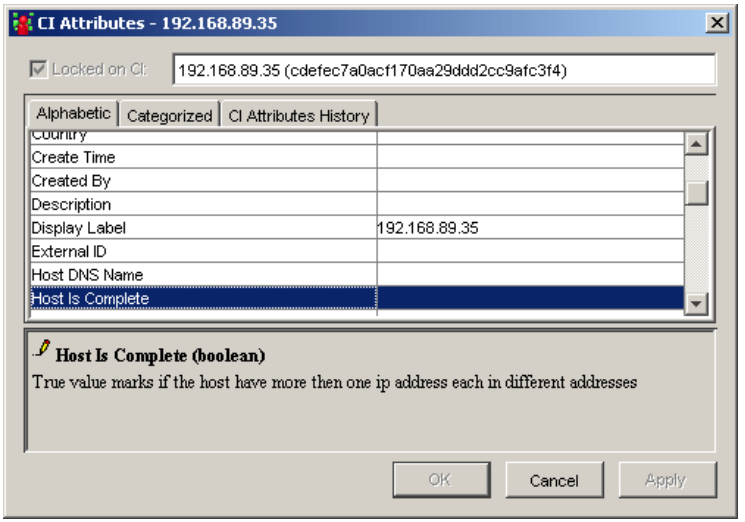
Displaying a CI's Attributes

You can display what the CI's attributes were at the time the snapshot was taken.

To display a CI's attributes:

1 In the Compare Snapshots dialog box, select a CI from one of the trees.

2 Select the **Show CI Attributes** button to open the Attributes dialog box.



Note: This dialog box is for viewing only.

The Attributes dialog box lists the CITs contained in this view and their attribute values.

- The CITs in the **Alphabetic** tab are listed in alphabetical order.
- The CITs in the **Categorized** tab are grouped according to the categories defined in the CI Type Manager. Click the **Expand** button to view all the CITs contained in this view.
- The **CI Attributes History** tab displays a list of attributes in which changes have occurred.

Note: The CI Attributes History tab only displays the attributes whose values have been defined as **Change Monitored, Asset Data**, or **Comparable** in the Add Attributes dialog box in the CI Type Manager. For details, see "Creating CIT Methods" on page 393.

The CI Attributes History tab has the following fields:

Field	Description
Attribute	The name of the attribute.
Change Date	The date when the change occurred.
Changer	Indicates the cause of the change. For example, the field can contain the name of a user or a discovery pattern.
New Value	The new value of the attribute.

You can reduce the number of attributes that appear in the CIs Attributes History tab by selecting an attribute from the **Filter by** list.

Note: The CI Attributes History tab is only updated every ten minutes.

Enabling Synchronized Selection

Select the **Synchronize Selection** check box at the top-left corner of the Compare snapshots dialog box to enable you to select a CI on one side and have its corresponding CI automatically selected on the other side.

By default, **Synchronize Selection** is selected. Clearing this check box allows you to compare two different CIs by selecting one from each of the two trees.

10

Generating System Reports

This chapter describes how to generate System Reports in Mercury Application Mapping WebView.

This chapter describes:	On page:
Generating System Reports	101
Working with System Reports	104
Generating a System Report at Specific Intervals	106

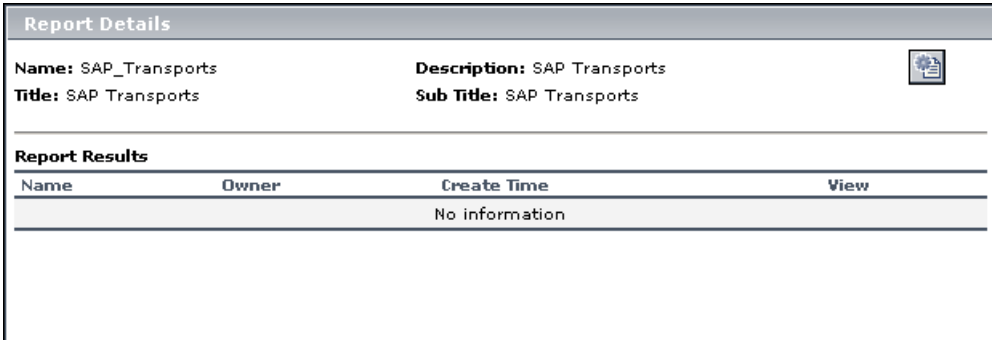
Generating System Reports

Mercury Application Mapping WebView allows you to generate System reports, which include information defined in Mercury Application Mapping. For details, see "Creating System Report Templates" in the *Mercury Application Mapping User's Guide*.

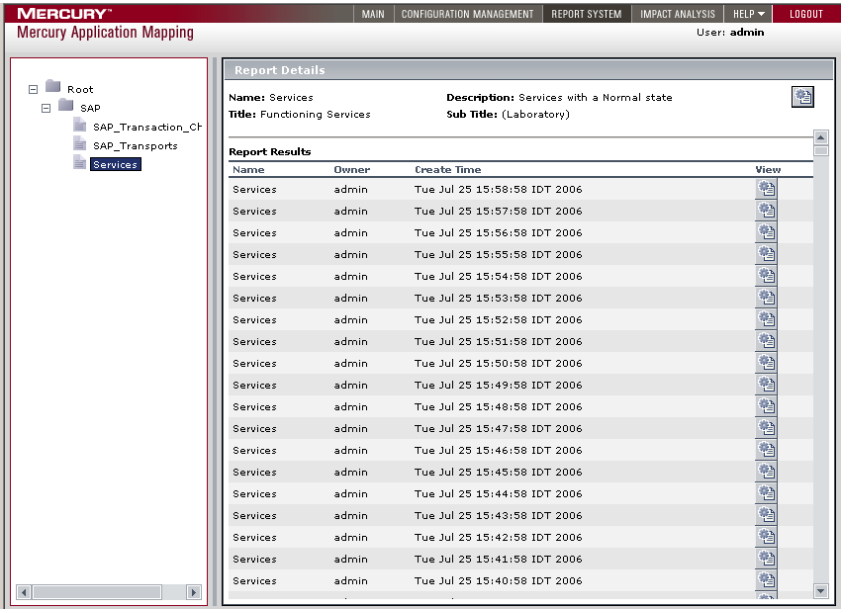
Mercury Application Mapping WebView also allows you to view the results of System reports that were generated at time intervals specified in the Scheduled Actions Manager using the **Generate and Save a System Report** action. The reports that are generated are saved to the CMDB and can be generated when required. For details on using the Scheduled Actions Manager, see "Task Scheduling" in the *Mercury Application Mapping Administration Guide*.

To generate System reports:

1. Click the **Report System** tab at the top.
2. In the Explorer Tree pane, select the required report. If you did not schedule the report to run at specified time intervals, the Report Details pane appears empty, as seen below.



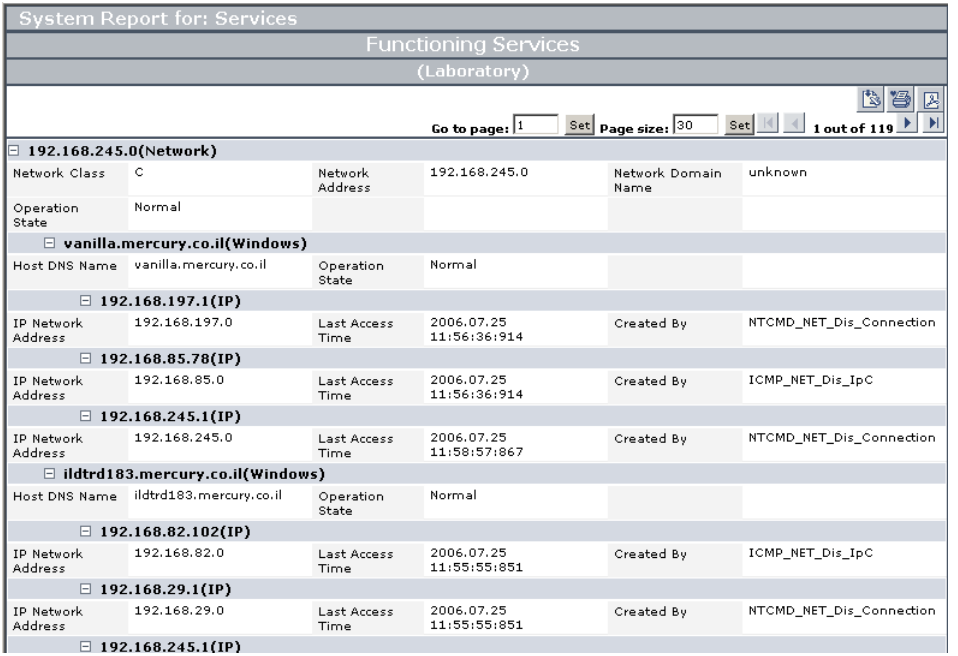
If you did schedule the report to run at specified time intervals, the Report Details pane displays the results of reports that are scheduled to run at specified time intervals, as seen below.



The following table describes the panes contained in the Report System tab:

Pane	Description
Explorer Tree	Displays a hierarchical tree structure of the reports you defined in Mercury Application Mapping.
Report Details	Has the following fields: ➤ **Name**. The report name. ➤ **Description**. The report description. ➤ **Title**. The title of the report that appears at the head of the report. ➤ **Sub Title**. The subtitle of the report that appears underneath the title at the head of the report.
Report Results	Displays the results of reports that are scheduled to run on a periodic basis in the Scheduled Actions Manager using the **Generate and Save a System Report** action. For details on using the Scheduled Actions Manager, see "Task Scheduling" in the *Mercury Application Mapping Administration Guide*. The Report Results pane contains the following fields: ➤ **Name**. The name of the report. ➤ **Owner**. The name of the user that ran the report. ➤ **Create Time**. The time the report was created. ➤ **View**. The reports that were generated at the time intervals specified in the scheduled report definition. **Note:** To view the results of a report that was generated at specified time intervals, see "Generating a System Report at Specific Intervals" on page 106.

3 Click the **Generate Report** button in the Report Details pane to create the report. The report appears in a new window.



System Report for: Services

Functioning Services

(Laboratory)

Go to page: 1 Set Page size: 30 Set 1 out of 119

192.168.245.0(Network)					
Network Class	C	Network Address	192.168.245.0	Network Domain Name	unknown
Operation State	Normal				
vanilla.mercury.co.il(Windows)					
Host DNS Name	vanilla.mercury.co.il	Operation State	Normal		
192.168.197.1(IP)					
IP Network Address	192.168.197.0	Last Access Time	2006.07.25 11:56:36:914	Created By	NTCMD_NET_Dis_Connection
192.168.85.78(IP)					
IP Network Address	192.168.85.0	Last Access Time	2006.07.25 11:56:36:914	Created By	ICMP_NET_Dis_IpC
192.168.245.1(IP)					
IP Network Address	192.168.245.0	Last Access Time	2006.07.25 11:58:57:867	Created By	NTCMD_NET_Dis_Connection
ildtrd183.mercury.co.il(Windows)					
Host DNS Name	ildtrd183.mercury.co.il	Operation State	Normal		
192.168.82.102(IP)					
IP Network Address	192.168.82.0	Last Access Time	2006.07.25 11:55:55:851	Created By	ICMP_NET_Dis_IpC
192.168.29.1(IP)					
IP Network Address	192.168.29.0	Last Access Time	2006.07.25 11:55:55:851	Created By	NTCMD_NET_Dis_Connection
192.168.245.1(IP)					

Working with System Reports

This section describes how to work with System reports.

To work with System reports:

1 To determine the number of rows that appear in a table, do the following:

- In the **Page size** box, enter the maximum number of rows you want to appear in each table of the System report.
- Click **Set**.

2 To view other pages, use the left and right arrows. The number between the left and right arrows indicate which rows are currently being displayed. For example, 1 - 2 of 3 means that the 1st and 2nd rows out of 3 are being displayed.

3 To go to a different page, do the following.

➤ In the **Go to page** box, enter the required page number.

➤ Click **Set.**

4 To view the report in Excel format, click the **Export to Excel** button in the top-right corner of the System report.

Note: For the CSV formatted report to display correctly, the comma (",") must be defined as the list separator.

In Windows, to verify or modify the list separator value, open **Regional Options** from the **Control Panel**, and on the **Numbers** tab ensure that the comma is defined as the **List Separator** value.

In Solaris, you can specify the list separator in the application that opens the CSV file.

---

5 To print the contents of the report, click the **Printer Friendly** button in the top-right corner of the System report.

6 To convert the System report to PDF format, click the **Export to PDF** button in the top-right corner of the System report.

Generating a System Report at Specific Intervals

You can view the results of a report that was generated at the time intervals specified in the scheduled report definition.

Note: If the report is not defined to be generated periodically, the Report Results pane is empty.

To generate a system report created at a specific time interval:

In the **View** column in the Report Results pane, click the **View Report** button in the **View** column of the report you want to generate. The system report is displayed in a separate window.

For more information on System reports, see "Creating System Report Templates" in the *Mercury Application Mapping User's Guide*.

Part IV

Topology Map Functionality

11

Toolbar Options

This chapter contains a description of the toolbar options available in Mercury Application Mapping WebView. It also gives instructions on how to print the contents of the topology map.

This chapter describes:	On page:
Understanding Toolbar Options	110
Printing the Topology Map	115

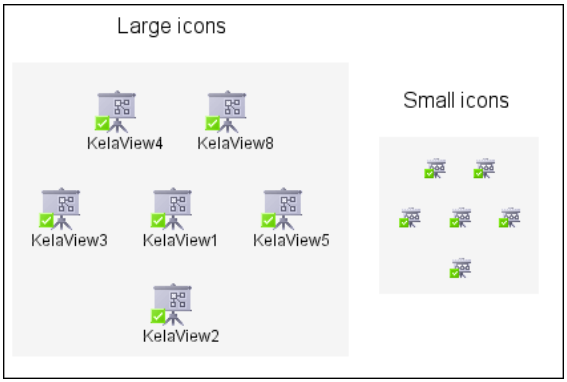
Understanding Toolbar Options

The toolbar buttons provide quick access to the most commonly used functions in the Mercury Application Mapping and Mercury Application Mapping WebView main windows. The following table contains a brief description of each toolbar option.

Option Name	Button	Use This Option to...
New		Define the following: ➤ New instance view in the Topology View. For details, see "Defining Instance Views" on page 205. ➤ New queries in the TQL Builder. For details, see "Creating a TQL Query" on page 77. ➤ New views in the Service View Manager. For details, see "Creating a Pattern View" on page 100. ➤ New correlations rules in the Correlation Manager. For details, see "Creating a Correlation Rule" on page 270. ➤ New enrichment nodes and relationships in the Enrichment Manager. For details, see "Creating Enrichment Nodes and Relationships" on page 301. ➤ New System Reports in the Report Manager. For details, see "Creating a Report" on page 341. ➤ New CITs in the CI Type Manager. For details, see "Creating CITs" on page 384.
Open		Open a selected parent CI and drill down to its lower map layers in the topology map. For details, see "Navigating in Maps" on page 172.
Go up one layer		Move up one level in the topology map. This option is enabled only if there is an additional CI layer above it, created by a parent or child folding rule defined in the View Manager. For information on how to set up organization (folding) rules, see "Adding Folding Rules to Relationships" on page 142.
Back		Return to the last view you displayed.

Option Name	Button	Use This Option to...
Forward		Display a view you displayed before clicking the **Back** button.
Save		Save new and changed items in all Mercury Application Mapping Managers (except the CI Type Manager): ➤ TQL queries in the TQL Builder. For details, see "Saving a Query" on page 82. ➤ Managed views in the Service View Manager. For details, see "Saving the Pattern View" on page 151. ➤ Correlations rules in the Correlation Manager. For details, see "Saving the Correlation Rule" on page 279. ➤ Any changes to the manual layout in the topology map. For details, see "Improving Views" on page 174. ➤ System Reports in the Report Manager. For details, see "Saving the System Report Template" on page 350.
Print		Print the contents of the Information pane. For details on printing the topology map, see Chapter 4, "Printing Options".
Delete		Delete a selected item such as a view from the Service View Manager, a TQL from the TQL Builder, or a CIT from the CI Type Manager. **Note:** When you delete a CIT from the CI Type Manager, the CIT no longer appears in the CI Type Model, the Service View Manager, the Enrichment Manager, or the TQL Builder. To restore it, you must redeploy the package that contains the deleted CIT. For details, see "Package Administration" in the *Mercury Application Mapping Administration Guide*.
Layout		Select the layout display from the list. For further details about each of the options, see "Defining a View's Layout" on page 117.
Reorganize Layer		Reorganize the CIs/CITs/nodes according to the selected layer. This is used when CIs/CITs/nodes have been moved around.

Option Name	Button	Use This Option to...
Refresh		Reorganize the CIs according to the selected layer. This is used when CIs have been moved around or when hidden CIs exist (used mainly for the topology map).
Rebuild		Rebuild the view in the Topology View manager (used when the view name is selected in the View Explorer).
Show Hidden Symbols		Display previously hidden CIs.
Select All		Select all the CIs and relationships in a selected layer.
Select All Nodes		Select all the nodes in a selected layer.
Hide All Relationships		Toggle between showing and hiding the relationships in the displayed view.
Hide All Relationship Labels		Toggle between showing and hiding the relationship labels in the displayed view.
Hide All Node Labels		Toggle between showing and hiding the pattern/node/CIT.

Option Name	Button	Use This Option to...
Set Nodes Image Size		Toggle between displaying a map with large icons with labels and displaying a map with small icons without labels. (The labels are hidden because they become too small to read.) Useful for displaying large maps. 
Hide All Inheritance_f From Map		Toggle between showing and hiding Inheritance_f relationships and their connecting node.
Zoom		Zoom in on a specific section of the topology map by clicking and drawing a selection rectangle around the part you want to magnify. The area you have selected is displayed at the highest percentage that fits in the topology map.
Interactive Zoom		➤ Decrease the view magnification by clicking and pushing the pointer away from you. ➤ Magnify the view by clicking and pulling the pointer towards you.
Map overview		Open a separate window with only the topology map.
Drag map.		Drag the view.

Option Name	Button	Use This Option to...
Navigation		Take the pointer to the next connected node/pattern in a clockwise direction. ➤ Left-click to go from node/pattern to node/pattern in a clockwise direction. ➤ Right-click to point to the next node/pattern in a clockwise direction. **Note:** You can use this option only on nodes/CITs/patterns that are connected by relationships.
Select Mode		Select one or more CIs.
Fit to Window		Fit the complete view in the window.
Place in Center		Places the selected CI/node/CIT/pattern in the center of the map.
Create Relationship		Create a relationship between two existing CIs. For details, see“Adding Nodes and Relationships to a TQL Query” on page 106.
TQL result count		Calculate the number of instances found for each CI/TQL node/relationship.
Information Pane		Display or hide the Information pane (containing the **Configuration Item Browser**, **Configuration Item Events**, and **View Events** tabs in the topology map).
Explorer Pane		Display or hide the View Explorer in the selected tab.
Filters Pane		Display or hide the Filter by pane in the Topology View tab.
Map Pane		Display or hide the topology map in the selected tab.

Option Name	Button	Use This Option to...
Edit properties		Open the Pattern Editor to edit the pattern as required. For details about the Pattern Editor, see, "Understanding the Pattern Editor" in *Discovery Manager Administration*. You can edit a pattern only when it is in a deactivated state. You can also double-click the discovery pattern to open the Pattern Editor. **Note:** This option is specific to the toolbar in the Map View tab of the Discovery Manager.
Scheduler		Display the scheduling information for the selected pattern. For details, see "Scheduling a Discovery Pattern to Run on a Periodic Basis" in *Discovery Manager Administration*. **Note:** This option is specific to the toolbar in the Map View tab of the Discovery Manager.
Help		Display the table of contents for the online Help.

Printing the Topology Map

You can print the contents of the topology map pane. The result is similar to a screen capture. Therefore, it is recommended to arrange the contents of the topology map according to your requirements before printing.

To print the contents of the topology map:

1. Select and display the contents you want to print in the topology map.
2. To arrange the contents of the topology map for print, you can use the **Layer Setup** and **Layout** options.

   For details about the **Layer Setup** and **Layout** options, see "Defining a View's Layout" on page 117.

3. Select the **Print Map** button to open the Print dialog box.
4. In the **Copies** area, enter the number of copies you want to print.
5. Click **Properties** to open the Document Properties dialog box.

6. Define document properties as required and click **OK** to save your changes.
7. Click **OK** in the Print dialog box to print the contents of the topology map.

12

Defining a View's Layout

This chapter describes how to customize the layout of a specific layer in a view, to achieve the clearest presentation possible and to better understand and monitor your managed data.

This chapter describes:	On page:
Defining Layer Layout	117
Defining a Manual Layout	119
Modifying Layer Layout	119

Defining Layer Layout

You define the layout of a view's layers by assigning logical positions for the nodes and relationships that appear in a layer.

Note: You set layout definitions for a specific layer only. The definitions cannot be saved for a different layer or a different view.

You customize the layer layouts by modifying the default values.

To define a layer layout:

1 In the Map Detail pane, click the **Map** tab and the **Layer Layout Properties** icon to open the Layout Properties dialog box with the following tabs:

- **General**. Defines general layout for all layout types. For details, see "General Layout" on page 120.
- **Disconnected**. Defines general layout parameters for disconnected nodes and connected components. For details, see "Disconnected Layout" on page 121.
- **Hierarchical**. Shows the precedence relationships of the nodes in the selected layer. For details, see "Hierarchical Layout" on page 122.
- **Orthogonal**. Routes relationships only horizontally and vertically. For details, see "Orthogonal Layout" on page 130.
- **Symmetric**. Displays a clear representation of complex networks. For details, see "Symmetric Layout" on page 131.
- **Routing**. Leaves nodes where they are in the graphic representation and reroutes the edges orthogonally. For details, see "Routing Layout" on page 133.

2 Enter new values for the layout type you want to change.

- Click **Defaults** to restore the original default values.
- Click **Apply** to apply the changes you made and keep the dialog box open.
- Click **OK** to save the changes you made to the database and close the dialog box.

Defining a Manual Layout

You can manually change the topology map display by dragging the displayed CIs and relationships to the desired location. You save these changes by clicking the button on the toolbar.

Note: You can save one manual layout only. If another manual layout is already saved, after you click **Save**, a message is displayed. Click **Yes** to save the new layout or **No** to cancel the layout.

Modifying Layer Layout

This section explains how to modify the layer layout. Parameter values are in pixels.

To modify layer layout values:

In the Map Detail pane, click the **Map** tab and then the **Layer Layout Properties** icon to open the Layout Properties dialog box:

This section includes the following topics:

- "General Layout" on page 120
- "Disconnected Layout" on page 121
- "Hierarchical Layout" on page 122
- "Orthogonal Layout" on page 130
- "Symmetric Layout" on page 131
- "Routing Layout" on page 133

General Layout

The General Layout settings are available with all layout styles. If your layout contains more than one graph, each graph is laid out separately, and the intergraph edges (the relationships between the graphs) are routed.

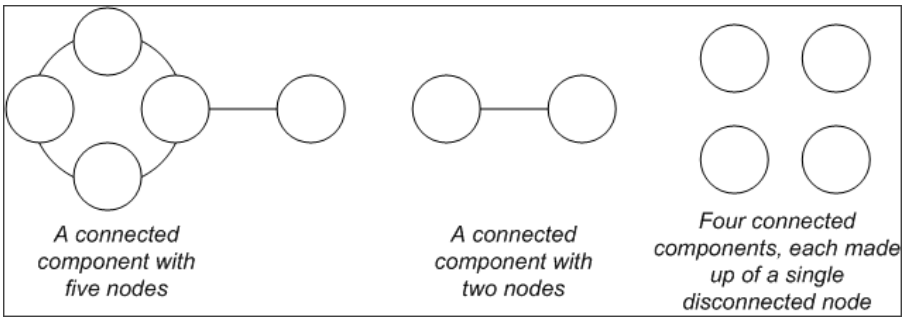
- **Margin Spacing**. Sets the borders around each node in the layer.
  - **Constant Spacing**. Sets a constant vertical and horizontal space around the displayed layer. This space remains the same even if the size of the layer changes.
    - **Left**. The size of the space to the left of the display. The default value is 20.
    - **Top**. The size of the space above the display. The default value is 20.
    - **Right**. The size of the space to the right of the display. The default value is 20.
    - **Bottom**. The size of the space under the display. The default value is 20.
  - **Proportional Spacing**. Sets a space around the displayed layer; the space is proportional to the display's size. This space changes when the size of the display changes.
    - **Left**. The size of the space to the left of the display. The default value is 0.
    - **Top**. The size of the space above the display. The default value is 0.
    - **Right**. The size of the space to the right of the display. The default value is 0.
    - **Bottom**. The size of the space under the display. The default value is 0.
- **Nested View Spacing**. For future use.
- **Intergraph Edge Spacing**. If intergraph edges are routed orthogonally, you can specify horizontal and vertical spacing for the edges.
  - **Horizontal Spacing**. Sets the horizontal distance between edges.
  - **Vertical Spacing**. Sets the vertical distance between edges.

Disconnected Layout

In this tab, you define general layout parameters for disconnected nodes and connected components:

- A disconnected node is a node that is not connected to any other node.
- A disconnected component is a component that is not connected to any other component. It contains a set of nodes that can be connected to each other.

  The following example illustrates connected components:



- **Components**. The spacing between the components in a disconnected graph consists of both a constant value and a proportional value based on the sizes of the components.
  - **Detect Components**. Select this option to view the disconnected components. You can specify that all components be laid out together or individually, regardless of the other components. If the grouping for components is selected, each component is laid out, and then the resulting components are packed together.
  - **Constant Spacing**. Sets constant spacing (horizontal and vertical) around each disconnected component. The default value is 20.
  - **Proportional Spacing**. Sets spacing (horizontal and vertical) that is proportional to the size of the component around each disconnected component. The default value is 0.05.

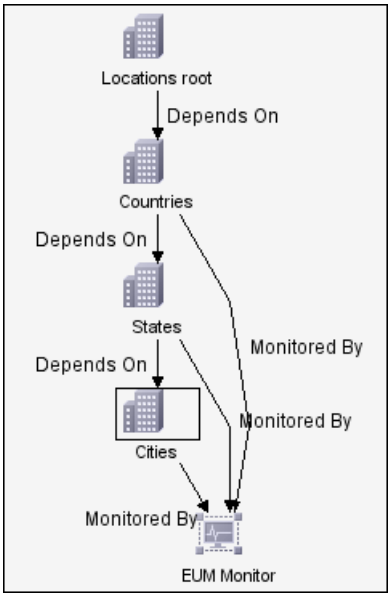
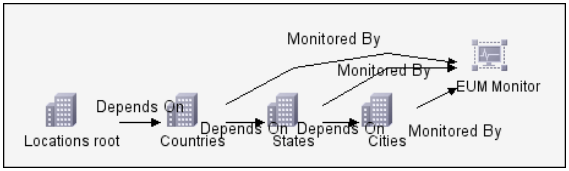
- **Disconnected Nodes**. The spacing between the nodes in a disconnected graph consists of both a constant value and a proportional value based on the sizes of the nodes.
  - **Detect Disconnected Nodes**. Select this option to view the disconnected nodes. You can specify that disconnected nodes be grouped into one component or laid out individually.
  - **Constant Spacing**. Sets constant spacing (horizontal and vertical) around each disconnected node. The default value is 20.
  - **Proportional Spacing**. Sets spacing (horizontal and vertical) that is proportional to the size of the component, around each disconnected node. The default value is 0.05.
- **Aspect Ratio**. Sets the layout's proportions. This setting affects the placement of components with respect to each other only, and not the layout of each individual component. The setting has no effect if the graph is connected.
  - **Automatic**. The layout is performed automatically.
  - **Custom**. You can specify the aspect ratio. The default value is 1.0.

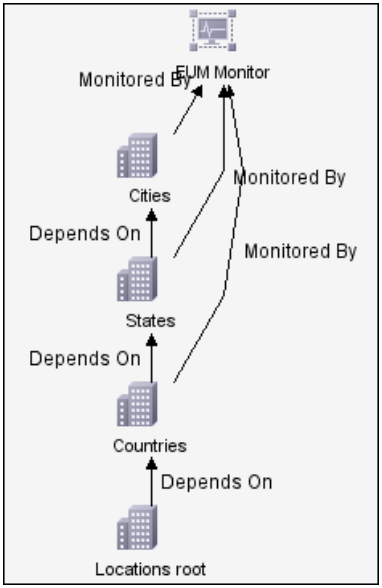
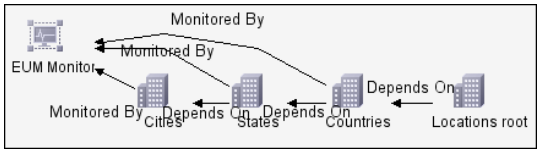
Hierarchical Layout

The hierarchical layout shows the precedence relationships that can represent organizational or information management system dependencies, as well as process models, software call graphs, and work flows. The hierarchical layout emphasizes dependencies by placing the nodes at different levels.

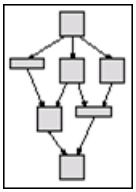
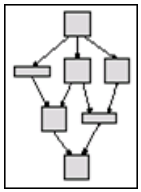
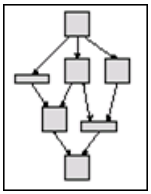
You can apply the following layout options to a hierarchical layout:

➤ **Orientation.** This option enables you to control the orientation of the hierarchy.

Top to Bottom. The children are located above the parent (in the example, Alignment = Center).	
Left to Right. The children are located to the left of the parent (in the example, Alignment = Center).	

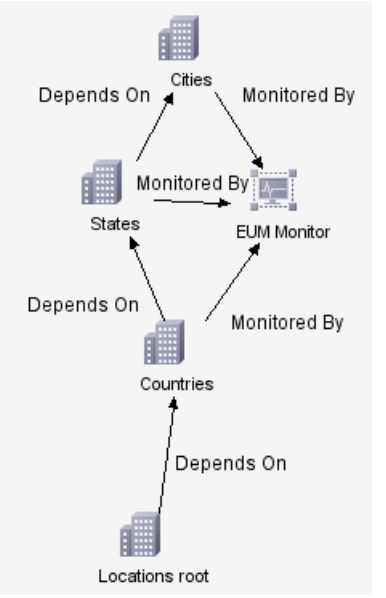
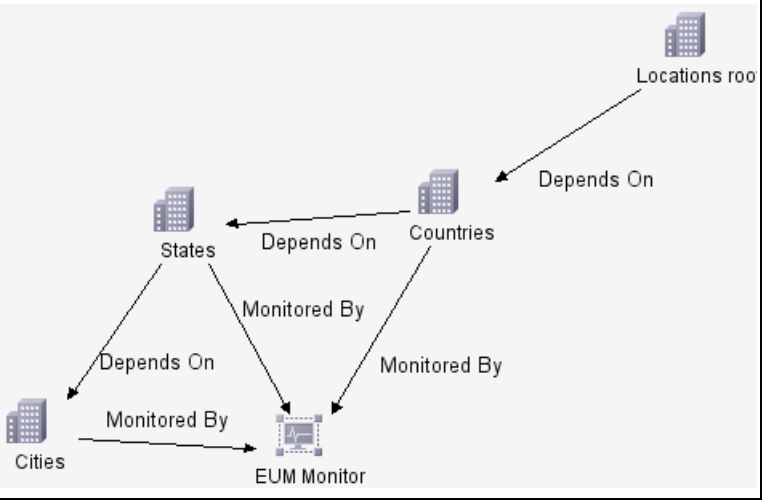
Bottom to Top. The children are located below the parent (in the example, Alignment = Center).	
Right to Left. The children are located to the right of the parent (in the example, Alignment = Center).	

➤ **Level Alignment.** This option enables you to control the way nodes are vertically aligned.

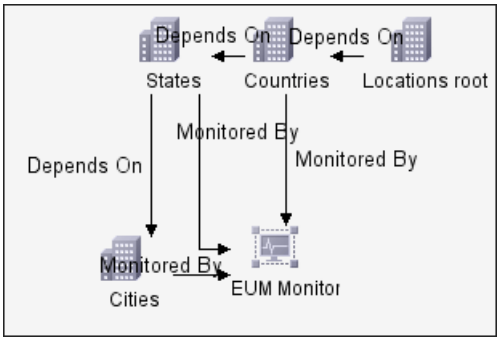
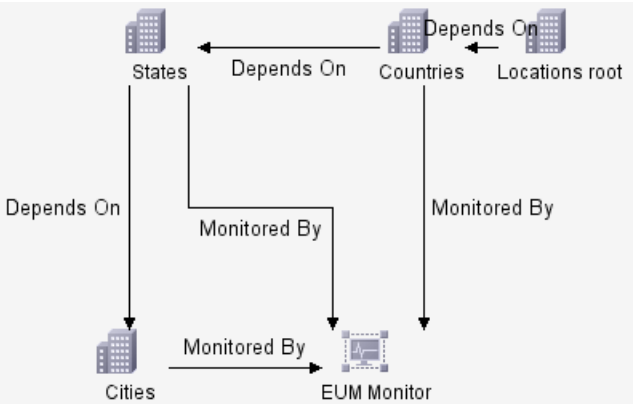
Top. The top of the nodes at the same level of the hierarchy are aligned.	**Center.** The center of the nodes at the same level of the hierarchy are aligned.	**Bottom.** The bottom of the nodes at the same level of the hierarchy are aligned.
		

- **Layout Quality.** You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout (for example, high quality is sharper but takes more time to lay out):
  - **Draft**
  - **Default**
  - **Proof**
- **Horizontal Spacing.** Sets the minimum horizontal distance between two neighboring nodes on each level.

➤ **Spacing Between Nodes.** Sets a space around each node horizontally in the layer. The default value is 20.

Spacing Between Nodes = 20	
Spacing Between Nodes = 75	

➤ **Spacing Between Edges.** This setting is available only when you select **Routing** > **Orthogonal**. It sets a horizontal space between edges in the graph.

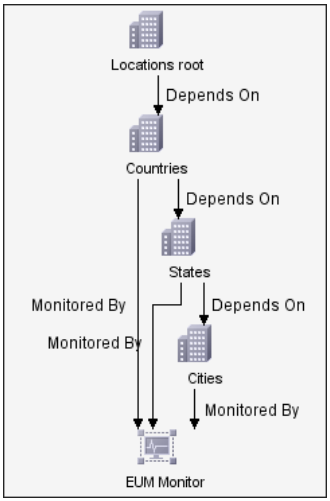
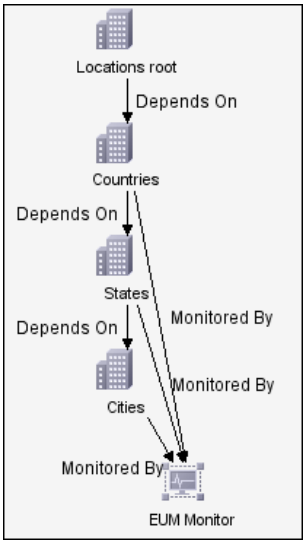
Spacing Between Edges = 12	
Spacing Between Edges = 90	

➤ **Vertical Spacing.** Sets the minimum vertical distance between two neighboring nodes on different levels.

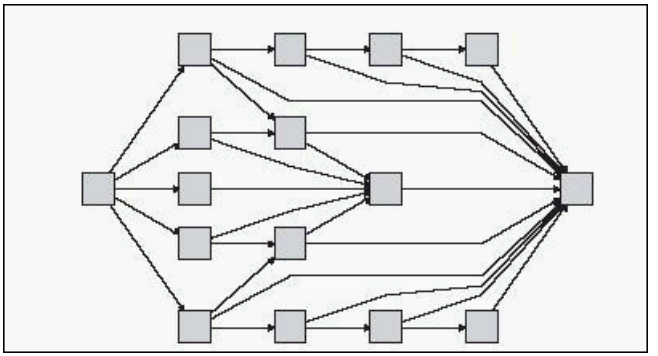
➤ **Spacing Between Node.** Sets a vertical space around each node in the layer. The default value is 20.

➤ **Spacing Between Edges.** This setting is available only when you select **Routing** > **Orthogonal**. It sets a vertical space between edges in the graph.

➤ **Routing.** Sets the type of relationship between CIs. This option is useful when layers have nodes with a very large number of connecting relationships.

Orthogonal. For orthogonal relationships between CIs.	
Polyline. For straight lines between CIs.	

- **Orthogonal Routing.** Routes edges horizontally and vertically.
  - **Fix Node Sizes.** For future use.
- **Polyline Routing.** Routes edges as one or more straight line segments with arbitrary angles. Polyline routed edges are prevented from overlapping by adding extra segments.
  - **Spacing Between Bends.** This setting is available only when you select **Routing** > **Polyline**. Polyline routing routes edges as one or more straight line segments with arbitrary angles. Path nodes are added automatically to prevent the edges from overlapping.



- **Variable Level Spacing.** Adjusts the spacing between pairs of neighboring levels according to the density of edges between the levels.

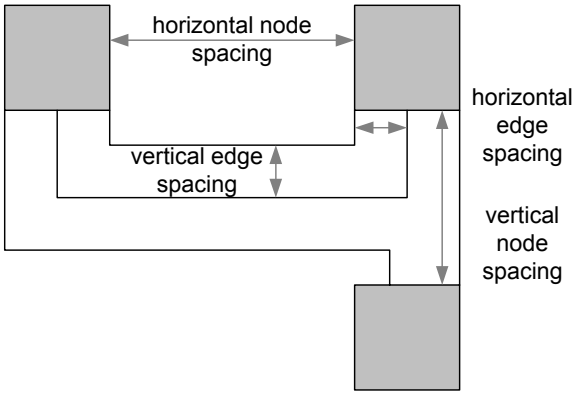
  Orthogonal routing of the drawing's edges ensures the required vertical spacing between horizontal edges (in a top-to-bottom or bottom-to-top layout) routed between levels.

  If the routing is polyline, variable level spacing makes it easier to distinguish between edges in very dense drawings.
- **Indirect Layout.** Edge direction is not used to build the levels of the hierarchical drawing.

Orthogonal Layout

The orthogonal layout routes relationships horizontally and vertically. This results in relationships bending at 90-degree angles only.

- **Horizontal Spacing.** Sets the minimum horizontal distance between CIs.

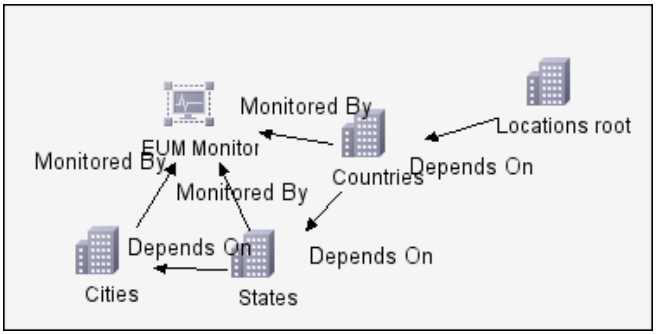


  - **Spacing Between Nodes.** Sets a space around each node in the layer. The default value is 20.
  - **Spacing Between Edges.** Sets a space between elements in the layer.
- **Vertical Spacing.** Sets the minimum vertical distance between CIs.
  - **Spacing Between Nodes.** Sets a space around each node in the layer. The default value is 20.
  - **Spacing Between Edges.** Sets a space between elements in the layer.
- **Layout Quality.** You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout (for example: high quality is sharper but takes more time to lay out).
  - **Draft**
  - **Default**
  - **Proof**

- **Aspect Ratio.** The layout's proportions. This only affects the placement of components with respect to each other, not the layout of each individual component. It has no effect if the graph is connected.
  - **Automatic.** The layout is performed automatically.
  - **Custom.** Specify the aspect ratio. The default is 1.0.
  - **Disabled.** Disables the aspect ratio.
- **Fix Node Size.** For future use.

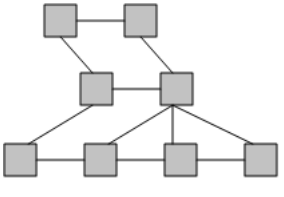
Symmetric Layout

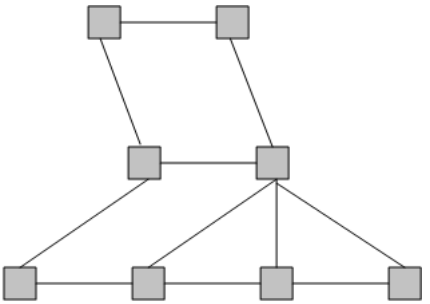
The symmetric layout emphasizes the symmetries that may occur in a graph.



This section describes the available symmetric layout options:

- **Spacing Options.** The symmetric layout allows you to adjust the spacing of nodes.
  - **Node Spacing.** Allows you to set constant horizontal and vertical spacing around each node in the layer. The value you specify is a guideline for the layout, so that it is possible that the spacing for a particular pair of nodes might be different from the one you specified. The larger the node spacing, the farther apart the nodes will be in the final layout. The default is 10.

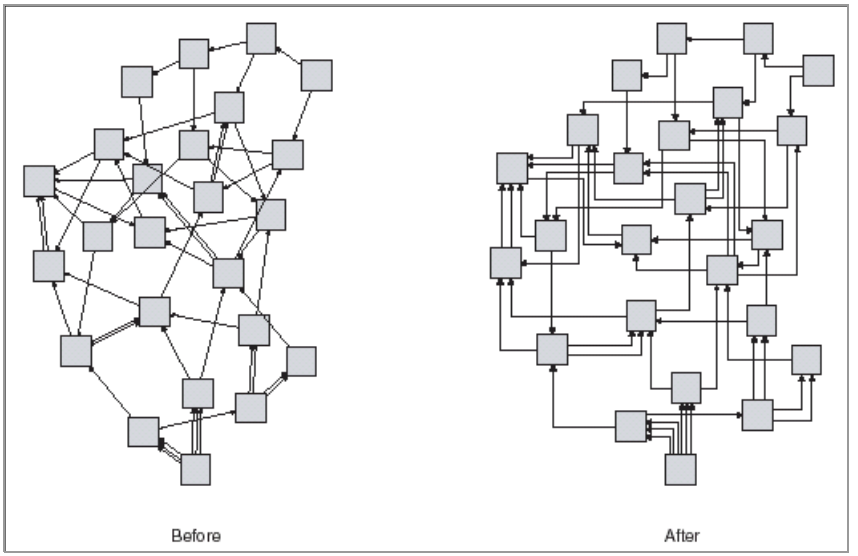




- **Layout Quality.** You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout (for example: high quality is sharper but takes more time to lay out).
  - **Draft**
  - **Default**
  - **Proof**

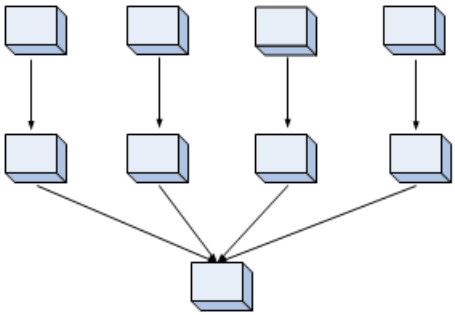
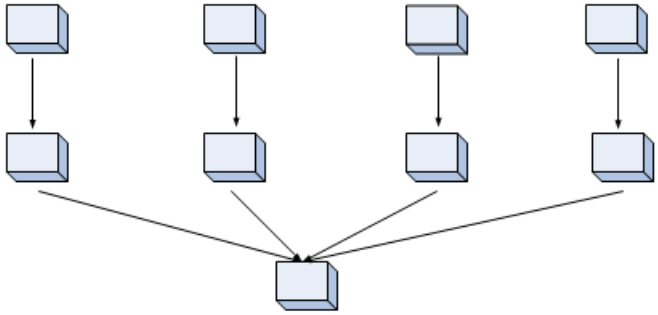
Routing Layout

Routing produces drawings that leave nodes essentially where they are, and reroutes the edges orthogonally.

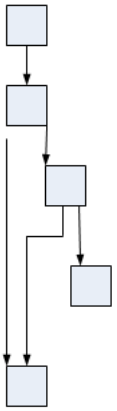
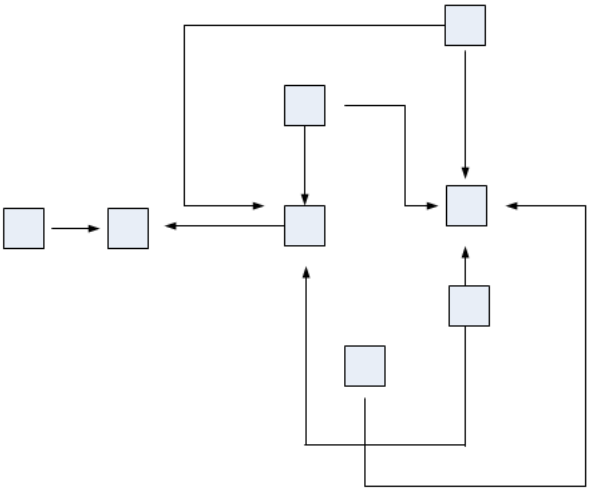


This section describes the available routing layout options:

- **Horizontal Spacing.** Sets the horizontal space around each node or each CI.
  - **Spacing Between Nodes.** Sets the horizontal space around each node in the layer. The default value is 20.

Spacing Between Nodes = 20	
Spacing Between Nodes = 75	

➤ **Spacing Between Edges.** Sets the horizontal space between any two neighboring parallel edges. Edge spacing can also affect the size of a node to which many edges are attached, unless the node is set to remain fixed at its current size. The settings for edge spacing are constant values. For example:

Spacing Between Edges = 20	
Spacing Between Edges = 50	

- **Vertical Spacing.** Sets the vertical space around each CI.
  - **Spacing Between Nodes.** Sets the vertical space around each node in the layer. The default value is 20.
  - **Spacing Between Edges.** Sets the vertical space between any two neighboring parallel edges. Edge spacing can also affect the size of a node to which many edges are attached, unless the node is set to remain fixed at its current size. The settings for edge spacing are constant values.
- **Fix Node Sizes.** Select **Fix Node Sizes** to maintain the size of a node. Clear this option if you want the layout to increase the size of a node if it is necessary to maintain the specified relationship spacing when more than one relationship is attached to the same node side.
- **Fix Node Positions.** Select **Fix Node Positions** to maintain the position of all the nodes in the display. Clear this option for the layout to move the nodes if it is necessary to improve the layout. The movement is minimal, avoids overlaps, and minimizes bend points.

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