OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Repositories Administration

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Repositories Administration

Version 6.5

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Repositories Administration

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Welcome to Repositories Administration

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

How This Guide Is Organized

The guide contains the following parts:

Part I   **Introduction to the Repositories**

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

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

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

Part III   **Business Rules**

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

Part IV   Dashboard Display Components

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

Who Should Read This Guide

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

➤ Mercury Business Availability Center administrators

➤ Mercury Business Availability Center platform administrators

➤ Mercury Business Availability Center application administrators

➤ Mercury Business Availability Center data collector administrators

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

Getting More Information

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

Part I

Introduction to the Repositories

1

Introduction to Mercury Business Availability Center Repositories

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

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

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

The Repositories page enables you to access the following repositories:

➤ **KPIs** – Provides definitions for the Key Performance Indicators (KPIs) used in Dashboard or in Service Level Management. For details, see Chapter 2, "KPIs Repository"

➤ **Rules** – Provides definitions for the business rules used with the KPIs. For details, see "Business Rules Repository" on page 75

➤ **Context menus** – Provides definitions for the Configuration Items (CIs) menus used in the Dashboard or Service Level Management application. For details, see "Context Menu Items Repository" on page 333

➤ **Context menu items.** Provides definitions for the CI menu items that are used in the context menus. For details, see "Context Menu Items Repository" on page 333

➤ **tooltips.** Provides definitions for the tooltips used to display CI information in the Dashboard or Service Level Management application. For details, see "Tooltips Repository" on page 459

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

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

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

Part II

Key Performance Indicators (KPIs)

2

KPIs Repository

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

Working with the KPIs Repository

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

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

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

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

The KPIs Repository page provides the following information:

	Id	Display Label ▲	Applicable Sections	Display Order	Acknowledgement Level	Default Group Rule	Calculation Order	
☐	1075	Application	Dashboard	26	10	Worst Child Rule	0	?
☐	7	Availability	Dashboard	7	10	Worst Child Rule	8	?
☐	54	Bandwidth	Dashboard	54	10	Summary of values	8	?
☐	53	Component Availability	Dashboard	53	10	Worst Child Rule	8	?
☐	2	Customer	Dashboard	2	10	Customer Rule	8	?
☐	1301	DT Failed Impact	Dashboard	13	10	Sum of Values Rule	9	?
☐	1302	DT Late Impact	Dashboard	14	10	Sum of Values Rule	9	?

Tabs: KPIs | CI Status Alerts | Custom Map | Geographical Map | Repositories

Factory KPIs

Buttons: **Clone** | **Override**

Custom KPIs

Id	Display Label ▲	Applicable Sections	Display Order	Acknowledgement Level	Default Group Rule	Calculation Order	Actions

> ➤ **Id.** This specifies the ID number used to identify the KPI in the source adapter templates. This is the default KPI ID.

> ➤ **Display Label.** The name used for the KPI in Dashboard.

> ➤ **Applicable section.** The sections of the application where the KPI is in use. For example: Dashboard.

> ➤ **Display Order.** The order in which the KPIs are displayed in Dashboard. This is the default display order.

> ➤ **Acknowledgment Level.** The highest KPI status from which you can add an acknowledge note in the Dashboard application. This is the default acknowledgement level.

> ➤ **Default Group Rule.** This specifies the rule that is defined by default for this KPI.

> ➤ **Calculation Order.** The position of the KPI in the ordered list used by Dashboard when it calculates the topology. Dashboard calculates the higher priority KPIs first, and then the lower priority KPIs. This is the default calculation order.

You can:

➤ **create a new KPI –** You can create a new customized KPI by:

◆ **cloning –** You clone an existing KPI to use it as a template. For details, see "Creating a KPI Using Cloning" on page 13.

◆ **creating a new KPI –** For details, see "Creating a New KPI" on page 14.

➤ **edit an existing KPI –** You override an existing KPI to replace it with a customized KPI. For details, see "Editing a KPI Using Override" on page 15.

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

Example Scenario – Creating KPIs

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

The scenario is divided into the following stages:

➤ "Stage 1: Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI" on page 10

➤ "Stage 2: Create the New Rules" on page 12

➤ "Stage 3: Attach the New Rules to the New KPIs" on page 12

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

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

To create the clone of the OT Impact KPI:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

 3 Select the **KPIs** tab menu option to open the KPIs page.

 4 In the **Factory KPIs** area, select the **OT Impact** KPI you want to clone.

☐	303	Locations	Dashboard
☑	13	OT Impact	Dashboard
☐	6	Performance	Dashboard

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

Custom KPIs		
Id	**Display Label ▲**	**Applicable Sections**
☐ 2000	OT Impact	Dashboard

 6 Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see "Specifying KPI Details" on page 16.

 7 Change the name of the KPI to **RUM OT Impact**.

KPI Details	
Display Label:	RUM OT Impact
Display Order:	13
Calculation Order:	Last
Acknowledgement Level:	10
User Role:	Both
Default Group Rule:	Sum of Values Rule
Type:	TEXT
Status:	Status
Available Formatting Methods:	

 8 Click **OK**.

 9 Repeat steps 4 on page 11 through 6 on page 11 to create the BPM OT Impact KPI.

The result is as follows:

Custom Tooltips			
	Id	**Description ⏶**	**Max Label Width**
☐	2000	Dollar Impact Over Time sentence - for RUM	130
☐	2001	Dollar Impact Over Time sentence - for SiteScope	130

Stage 2: Create the New Rules

The second stage of the scenario consists in creating the two rules. For details, see "Example Scenario - Creating New Rules" on page 80.

Stage 3: Attach the New Rules to the New KPIs

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

To add the context menu item to a context menu:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **KPIs** tab menu option to open the KPIs page.

4 In the **Custom KPIs** area, select the RUM OT Impact KPI.

Custom KPIs			
	Id	**Display Label ⏶**	**Applicable Sections**
☑	2000	RUM OT Impact	Dashboard
☐	2001	BPM OT Impact	Dashboard

5 Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see "Specifying KPI Details" on page 16.

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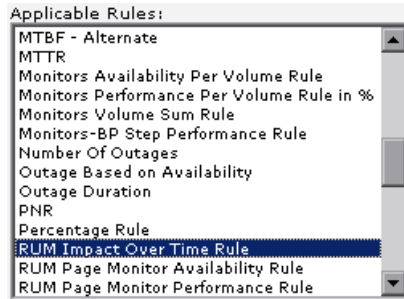
7 Click **OK** to save the change.

8 Repeat steps 4 on page 12 through 7 on page 13 to attach the BPM Impact Over Time rule to the SiteScope OT Impact KPI.

Creating a KPI Using Cloning

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

To clone an existing KPI:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **KPIs** tab menu option to open the KPIs page.

4 In the **Factory KPIs** or **Custom KPIs** area, select the KPI you want to clone.

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

6 To specify the KPI's details (you can do it now or at a later time), click the appropriate **Edit** button to open the **KPI Details** dialog box. For details, see "Specifying KPI Details" on page 16.

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

Creating a New KPI

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

To create a new KPI:

1 Select **Admin > Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **KPIs** tab menu option to open the KPIs page.

4 In the **Custom KPIs** area, click the **New Item** button to open the **KPI Details** dialog box in which you specify the new details of the KPI you want to create.

5 Proceed to "Specifying KPI Details" on page 16.

Editing a KPI Using Override

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

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

To edit a KPI using override:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **KPIs** tab menu option to open the KPIs page.

4 In the **Factory KPIs** area, select the KPI you want to override.

5 Click the **Override** button. (Overridden) appears underneath the overridden KPI as follows:

	53 (Overridden)	Component Availability	Dashboard	53	10	Worst Child Rule	8

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

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

Specifying KPI Details

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

This section includes the following topics:

➤ "Customizing KPI Details" on page 16

➤ "Trend" on page 20

➤ "Formatting Methods" on page 21

Customizing KPI Details

Customize a KPI by modifying its default details.

To customize KPI details:

1 Access the **KPI Details** dialog box.

2 In the **Display Label** box, enter the displayed name for the KPI.

3 In the **Display Order** list, select the order in which the KPIs are displayed in Dashboard or Service Level Management.

4 In the **Calculation Order** list, select the KPI position.

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

5 The acknowledgement level that is specified in the **Acknowledgement Level** box is for future use.

6 In the **Applicable for User Role** list, select the type of user. You can define two versions of a single Dashboard KPIs for two different user types (modes): **Operations** and **Business**, where each KPI version is geared towards the particular viewing requirements of one of the user types. For details, see "KPIs for User Modes" in *Application Administration*. Select **Both** if you want to have one version of the KPI.

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

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

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

When a KPI is defined for a CI, it is usually added to a parent CI. The parent item uses the group rule to calculate the KPI status. For a list of the group rules, see "Dashboard Business Rules Detailed Description" on page 99.

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

Time	Group	Size (KB)	Breakdown	Errors	TCBD
06/30/02 07:07:52 AM	Group1	104.5			
06/30/02 07:11:52 AM	Group1	104.5			
06/30/02 07:21:59 AM	Group1	104.5			
			100 200 300 400 500 600 700 800		

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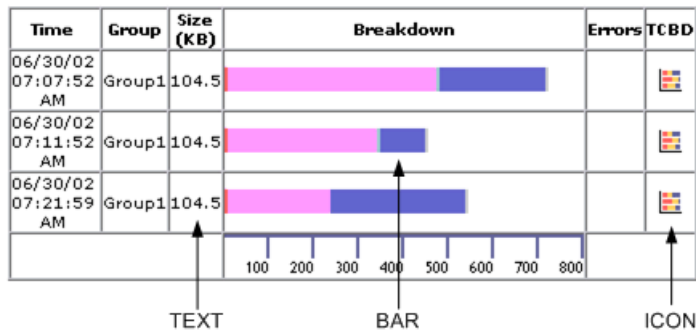
If you select the **GROUPBAR** type for the **Transactions** KPI and one or more of the CI's children has the Business Process Step type, then the **Transactions** KPI is displayed as a **GROUPBAR** in the Console tab.

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

Transactions   Locations

For more details about the PNR_BAR representation, see "Attaching a PNR KPI to a CI" in *Application Administration*.

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

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

10 Select the formatting method you want to use for this KPI in the **Available Formatting Methods** list. For details, see "Formatting Methods" on page 21.

11 The formatting method that is invoked on the **valueSource** is displayed in the **Formatting Method** box. This field can remain blank if it is not required. If you need to create a new method, contact Mercury Customer Support.

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

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

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

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

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

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

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

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

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

- ◆ **values are smaller.** When the values are small, the KPI is critical

- ◆ **no different.** When the values are not different, the KPI is critical

- ◆ **values are bigger.** When the values are large, the KPI is critical

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

---

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

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

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

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

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

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

The available applicable sections are:

◆ Dashboard

◆ SLM

◆ SLM General

◆ SLM Outage

◆ SLM PNR

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

Trend

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

For example:

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

➤ the Outage Duration KPI is given a negative trend. This means that its performance is best when its value is small.

Formatting Methods

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

Formatting Methods	Description
analyzeSiteScopeMessage	If, in a message, a long word overlaps the end of the line, the word is truncated. The rest of the word and the rest of the message are wrapped.
encode	Inserts a back slash (\) before special characters.
formatDecimalNumber	Returns as a formatted decimal number. The number of digits after the decimal point is indicated by numAfterDot.
formatDateTime	Returns formatted as date and time: DDMMMYYYY hh:mm:ss
formatPnrValue	Formats the pnr time left in the PNR format.
getIntValue	Returns an int number as string.
getMilliAsSec	Returns a millisecond value as seconds by dividing the value by 1000.
getMustValue	Returns ! if there is a value, otherwise returns nothing.
getRemedyETTR	Explanation available on request. Contact your Mercury representative.
getRemedyResource	Explanation available on request. Contact your Mercury representative.
getResourceString	Returns the corresponding resource string to the given string.
getStatusString	Returns the corresponding resource string to the given status string.
getWeightValue	Returns the value if there is a value, otherwise returns 1.
ifEndCheck	Changes an empty string into a comment line. Inserts "--->" at the end of the string.

Formatting Methods	Description
ifStartCheck	Changes an empty string into a comment line. Inserts "**<!--**" at the end of the string.
numberToTime	Converts a string that can represent a period of time in seconds into a more readable format.
resourceFromKey	Used to get the resource of the ticketing sample field.
returnDateAsString	Returns the given date in milliseconds in the date format as it appears in the **.resources** file.
returnDateAsStringInSec	Returns the given date in seconds in to the date format as it appears in the **.resources** file.
returnNumOfDigitAfter Point	Formats the given string and returns a string that shows only 3 digit after the point.
returnNumOfDigitAfter Point(digits)	Formats the given string and returns a decimal number. The number of digits after the decimal point is specified in **(digits)**.
returnNumOfDigitAfter PointWithDollar	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign.
returnNumOfDigitAfter PointWithEuro	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign followed by a Euro sign.
returnWithPercentSign	Converts the given string into a decimal number with 3 digits after the decimal point followed by a percentage sign.
toLowerCase	Returns the lower case of the given string.
toLowerCase_encode	Works in the same way as toLowerCase but adds add escaping on the return value.

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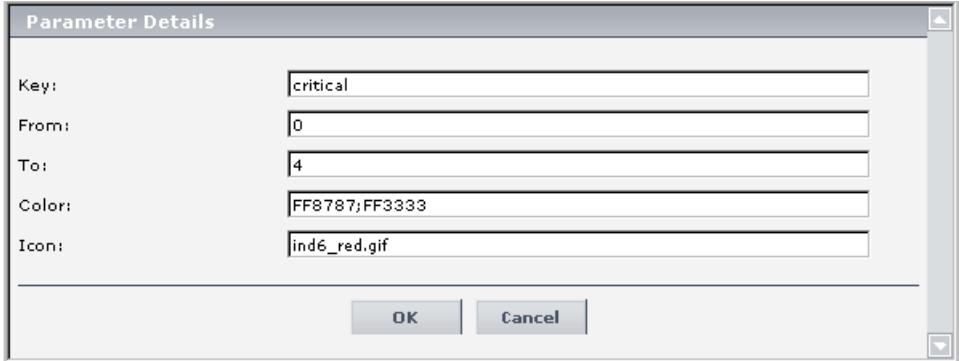
In the Parameter Details dialog box, you can modify existing detailed information or enter new information about the KPI parameters.

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

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

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

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

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

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

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

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

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

For details, see "KPI Objectives" in *Application Administration*.

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

To specify the KPI parameter details:

1 In the **KPI Details** dialog box, in the **Parameters** area, click the **New** or **Edit** button to open the **Parameter Details** dialog box.

2 In the **Key** box, enter the name of the KPI parameter.

3 In the **From/To** boxes, enter the appropriate values.

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

4 In the **Color** box, enter a color for the border of the KPI tooltip followed by the color of the header of the KPI tooltip separated by a semi-colon (;). For details, see "Modifying the Tooltip Border and Header Colors" on page 25.

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

The icon you specify is assigned to the KPI when the KPI's value is within the range specified in the **From/To** fields. For details, see "Specifying Different Status Icons" on page 26.

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

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

Modifying the Tooltip Border and Header Colors

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

You can modify the default color. For details, see "Specifying the KPI Parameter Details" on page 23.

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

1 In the Parameter Details dialog box, enter different colors in the **Color** box using the following syntax:
<border_color>;<header_color>

◆ **<border_color>** is the tooltip border color (in hex triplet format).

◆ **<header_color>** is the tooltip header color (in hex triplet format).

The colors are separated by semi-colons.

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

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

Specifying Different Status Icons

Different icons are used for the KPI status for each range specified in the **From**/**To** fields. For example: when the status of the **Availability** KPI is in the OK range, by default the ind6_grn.gif icon is displayed in Dashboard to represent that status. For details, see "Specifying the KPI Parameter Details" on page 23.

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

This section includes the following topics:

➤ "Dashboard Status Icons Locations" on page 26
➤ "Dashboard Trend and History Status Icons Locations" on page 27
➤ "Dashboard Top View Status Icons Locations" on page 27

Dashboard Status Icons Locations

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

➤ Add your icons to the appropriate directory and specify their names in each one of the status parameters for the KPI(s). For details, see "Specifying the KPI Parameter Details" on page 23.

➤ Replace the icon or icon set with the customized icons and give them the names of the default icons.

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

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

➤ **<Mercury Business Availability Center home directory>\AppServer\webapps\site.war\images\gui\indicator**

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

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

Dashboard Trend and History Status Icons Locations

The directory where the Trend and History Status icons are located is: **<Mercury Business Availability Center home directory> \AppServer\webapps\site.war\static\dash\images\indicator**

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

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

Dashboard Top View Status Icons Locations

The directory where the icons are located is: **<Mercury Business Availability Center home directory> \AppServer\webapps\site.war\bam\pages\images\icons\dimensionIcons**

The location of a specific icon uses the following naming scheme: **dimensionIcons/<kpi_id>/<status_id>.gif**

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

For details about the **From** field, see "Specifying the KPI Parameter Details" on page 23.

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

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

Dependent KPIs

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

3

Dashboard KPIs Detailed Description

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

This chapter describes:	On page:
Sessions	47
Siebel	49
System	50
Tasks in Error	51
Throughput	52
Top View	53
Transactions	53
User	55
Volume	56

Application

Displays the Diagnostics performance of the Diagnostics Probe and Probe Groups CIs, and of the Business Process Monitor (BPM) transactions that are monitored by Diagnostics. The status reflected by the Application KPI is defined for the Diagnostics Probe and Probe Group CIs by the Probe-related thresholds, including the server request threshold and the Probe metrics threshold, which you set in the Mercury Diagnostics application. For the BPM transactions that are monitored by Diagnostics, the Application KPI status is defined by the average latency of transaction thresholds.

For details, see *Mercury Diagnostics User's Guide*.

Rules

The following rules are applicable to this KPI:

➤ "Diagnostics for J2EE/.Net General" on page 121

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Availability

Displays information relating to availability measurements for transactions.

For a Siebel CI, this KPI indicates the availability of Siebel transactions. The Business Process Monitor is the source of the data. For details about the Siebel CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

For a SAP CI, this KPI indicates the availability of SAP transactions. The Business Process Monitor is the source of the data. For details about the SAP CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

Rules

The following rules are applicable to this KPI:

➤ "Average Availability of Weighted Volume" on page 102

➤ "Best Child Rule" on page 108

➤ "Deep Transaction Tracing Monitor Availability" on page 111

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "Percentage Rule" on page 151

➤ "RUM Page Monitor Availability Rule" on page 161

➤ "RUM Session Monitor Availability Rule" on page 165

➤ "RUM Transaction Monitor Availability Rule" on page 169

➤ "Transaction Availability Rule" on page 191

➤ "WS Operation Availability Rule" on page 199

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Bandwidth

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

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "RUM Bandwidth Rule" on page 157

➤ "Summary of Values Rule" on page 190

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Component Availability

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

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "RUM Component Availability Rule" on page 158

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Customer

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

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

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "Customer Rule" on page 109

➤ "Percentage Rule" on page 151

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

DT Failed Impact

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

Rules

The following rules are applicable to this KPI:

➤ "Deep Transaction Tracing Monitor Failed Tx Business Impact" on page 112

➤ "Sum of Values Rule" on page 188

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

DT Late Impact

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

Rules

The following rules are applicable to this KPI:

➤ "Deep Transaction Tracing Monitor Late Tx Business Impact" on page 113

➤ "Sum of Values Rule" on page 188

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

DT Total Impact

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

Rules

The following rules are applicable to this KPI:

➤ "Deep Transaction Tracing Monitor Total Tx Business Impact" on page 116

➤ "Sum of Values Rule" on page 188

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Generic

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

Rules

The following rules are applicable to this KPI:

➤ "Generic Formula Rule" on page 124

➤ "Summary of Values Rule" on page 190

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

HP System

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

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "HP OpenView Service Navigator Rule" on page 141

➤ "HP Worst Child Rule" on page 142

➤ "Percentage Rule" on page 151

➤ "Sitescope Measurement Rule" on page 179

➤ "Sitescope Monitor Availability Rule" on page 184

➤ "Sitescope Measurement Time-Based Rule" on page 182

➤ "Sitescope Monitor Time-Based Rule" on page 185

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Latency

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

Rules

The following rules are applicable to this KPI:

➤ "Average Latency of Weighted Volume" on page 103

➤ "Best Child Rule" on page 108

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "RUM Latency Rule" on page 160

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

Locations

At the group level, displays the worst status of all of the children CIs. The Locations KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the worst status of all of the children CIs, that corresponds to the color, at that location. This KPI is used by the Mercury Business Availability Center for SAP and for Siebel solutions. The Business Process Monitor is the source of the data.

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

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

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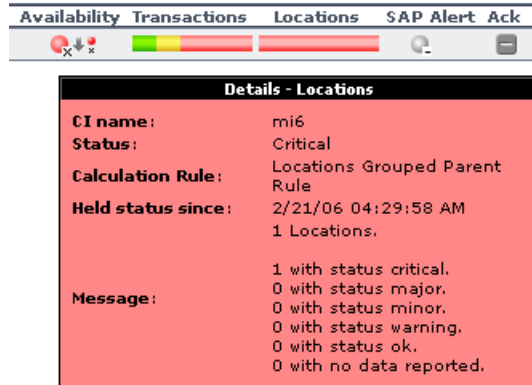
Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Locations Grouped Rule" on page 146

➤ "Percentage Rule" on page 151

➤ "Transaction Availability Rule" on page 191

➤ "Transaction Performance Rule" on page 192

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

OT Impact

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

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

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

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

To restart the calculation you can:

➤ change the rule's objectives

➤ delete the OT Impact KPI and add it again

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

Rules

The following rules are applicable to this KPI:

➤ "Impact Over Time Rule" on page 143

➤ "Sum of Values Rule" on page 188

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

Performance

Displays information related to performance measurements of transactions.

For a Siebel CI, this KPI indicates the performance of Siebel transactions. The Business Process Monitor is the source of the data. For details about the Siebel CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

For a SAP CI, this KPI indicates the performance of SAP transactions. The Business Process Monitor is the source of the data. For details about the SAP CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

Rules

The following rules are applicable to this KPI:

See Also...

PNR

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

Rules

The following rule is applicable to this KPI:

➤ "Dashboard PNR Rule" on page 110

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

RT Impact

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

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

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

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

Rules

The following rules are applicable to this KPI:

➤ "Real Time Impact" on page 155

➤ "Sum of Values Rule" on page 188

See Also...

SAP

Indicates problems related to the SAP infrastructure. The data that is reported by this KPI comes from CCMS measurements from SiteScope. For details about the SAP CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

Rules

The following rules are applicable to this KPI:

See Also...

SAP Alert

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

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

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

Rules

The following rules are applicable to this KPI:

See Also...

Sessions

Displays the number of sessions that are running in a Siebel application server. A session is a task that is in running mode and interactive. The value of the number of sessions come from a measurement that is provided by the SiteScope Siebel monitor.

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

This KPI does not propagate up in the hierarchy.

Name	System	Siebel	Sessions	Tasks in error	Ack
⊞ Examples ▾	○	-	-	-	▬
Health ▾	○	-	-	-	▬
⊞ Siebel ▾	●♦●	●x♦x	204	70	▬

knot ▾

System ●♦● Siebel ●x♦x Sessions 204 Tasks in error 70 Ack ▬

For a Siebel CI, this KPI displays the sum of running sessions measurement on all underlying hosts (a session is a task that is in running mode and interactive state). The SiteScope Siebel monitor is the source of the data.

Rules

The following rules are applicable to this KPI:

See Also...

Siebel

This KPI's color is provided by Siebel-specific monitoring information. It separates Siebel problems from more general, infrastructure-related problems. It provides Siebel-specific data such as number of tasks, processes, and so forth. The SiteScope Siebel monitor is the source of the data.

This KPI propagates up to the Siebel Site CI.

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Percentage Rule" on page 151

➤ "Sitescope Measurement Rule" on page 179

➤ "Sitescope Monitor Availability Rule" on page 184

➤ "Sitescope Measurement with Custom Data Rule" on page 183

➤ "SiteScope Vertical Measurement" on page 186

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

System

Displays information relating to system performance for measurements or monitors.

For Siebel CIs, this KPI indicates physical problems with this CI or underlying CIs, provided by SiteScope physical monitors (for example: CPU monitor, disk space monitor, and so forth). SiteScope is the source of the data. For details about the Siebel CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

For SAP CIs, this KPI indicates physical problems with underlying hosts, provided by SiteScope physical monitors (for example: CPU monitor, disk space monitor, and so forth). By default, the System KPI does not appear in the view. If you are using a regular SiteScope monitor (which creates the System KPI) and you want to display the System KPI in the view, you have to add the System KPI manually to the CI. For details about the SAP CIs, see "CIs Created by the Discovery Process" in *Discovery Manager Administration*.

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "Percentage Rule" on page 151

➤ "Sitescope Measurement Rule" on page 179

➤ "Sitescope Measurement Time-Based Rule" on page 182

➤ "Sitescope Monitor Availability Rule" on page 184

➤ "Sitescope Monitor Time-Based Rule" on page 185

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Tasks in Error

Displays the number of tasks that are in error, provided by the SiteScope Number of Tasks in Error measurement. The source of the data is the Siebel monitor. This is a Siebel-specific KPI.

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

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Number of Tasks in Error Rule" on page 150

51

➤ "Percentage Rule" on page 151

➤ "Sitescope Measurement Rule" on page 179

➤ "Sitescope Measurement with Custom Data Rule" on page 183

➤ "Sitescope Monitor Availability Rule" on page 184

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Throughput

Displays the number of calls to the item per minute.

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "Diagnostics WS Operation Throughput Rule" on page 120

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "Percentage Rule" on page 151

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Top View

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

Rules

The KPI does not have rules assigned to it.

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

Transactions

At the group level, displays the worst status of all of the children CIs. At the group level, displays the worst status of all of the children CIs. The Locations KPI is a bar that includes up to six colored sections. Each colored section represents the relative amount of Business Process Steps with the worst status of all of the children CIs, that corresponds to the color. This KPI is used by the Mercury Business Availability Center for SAP and for Siebel solutions. The Business Process Monitor is the source of the data.

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

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

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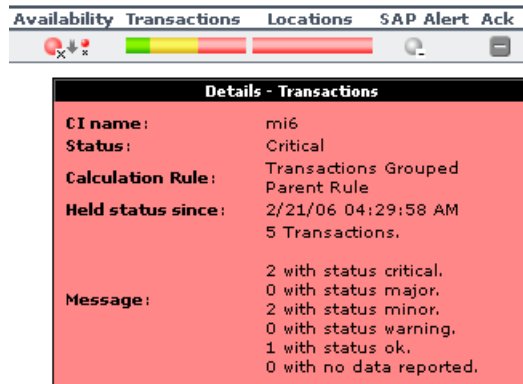
Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Percentage Rule" on page 151

➤ "Transaction Availability Rule" on page 191

➤ "Transaction Performance Rule" on page 192

➤ "Transactions Grouped Rule" on page 195

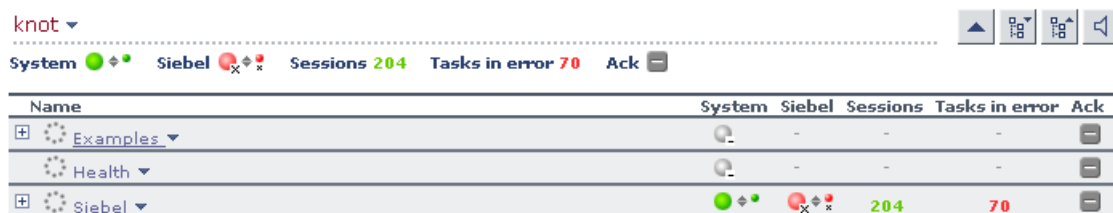➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

➤ "Editing a KPI Using Override" on page 15

➤ "Specifying KPI Details" on page 16

User

Displays information related to the end-user performance.

Rules

The following rules are applicable to this KPI:

➤ "Best Child Rule" on page 108

➤ "EMS Simple Rule" on page 122

➤ "Generic Sample Rule" on page 129

➤ "Generic Sum of Values Over Time Rule" on page 133

➤ "Percentage Rule" on page 151

➤ "Transaction Availability Rule" on page 191

➤ "Transaction Performance Rule" on page 192

➤ "Worst Child Rule" on page 197

See Also...

➤ "Creating a KPI Using Cloning" on page 13

➤ "Creating a New KPI" on page 14

Volume

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

Rules

The following rules are applicable to this KPI:

See Also...

4

Service Level Management KPI Repository

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

This chapter describes:	On page:
User Availability	71
User Performance	71
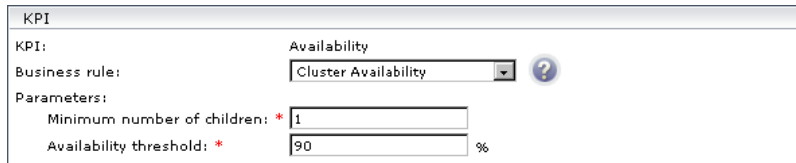
Overview of the Service Level Management KPIs

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

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

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

For details on selecting KPIs and rules, see "Defining an SLA: KPIs" in *Application Administration*.

This section includes the following topics:

➤ "The Infrastructure Settings Manager" on page 59

The Infrastructure Settings Manager

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

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

To display advanced business rule parameters:

1 Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**. Select the **Applications** context and choose **Service Level Management** from the list.

2 Locate the **Display advanced business logic parameters** option.

3 Click the **Edit** button and change the value to **true**.

4 Click **Save** to save the change and to return to the Infrastructure Settings Manager.

The KPIs Page

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

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

You can clone a factory KPI to create a new KPI and you can edit existing KPIs by overriding their properties. You can also create a new KPI. For details on cloning a KPI, see "Creating a KPI Using Cloning" on page 13. For details on overriding a KPI, see "Editing a KPI Using Override" on page 15. For details on creating a KPI, see "Creating a New KPI" on page 14.

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

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

The page includes the following components:

➤ check box – select to clone or override a KPI

➤ **ID.** The default ID number used to identify the KPI in the adapter templates. For details on adapter templates, see "Working with Templates" in *Source Manager Administration*.

➤ **Display Label.** The name used for the KPI in Service Level Management.

➤ **Applicable Sections.** There are three types:

SLM General. For regular KPIs that can be selected during SLA creation.

SLM Outage. For outage KPIs that can be selected during outage creation.

SLM PNR. For KPIs used by Mercury for internal use only.

➤ **Display Order.** The default order in which the KPIs are displayed in Service Level Management.

➤ **Acknowledgement Level.** Not applicable to Service Level Management.

➤ **Default Group Rule.** Not applicable to Service Level Management.

➤ **Calculation Order.** The position of the KPI in the ordered list used by Service Level Management when it calculates the topology. Service Level Management calculates the higher priority KPIs first, and then the lower priority KPIs. This is the default calculation order.

➤ **Help.** Click the Help button to display help on the KPI.

Availability

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

Unit of measurement: percentage.

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "BPM Average Availability" on page 216 (for monitor rules only)

➤ "Children Success Ratio" on page 226

➤ "Cluster Availability" on page 228

➤ "External Source Average Availability" on page 231 (for monitor rules only)

➤ "Group Average Value" on page 234

➤ "RUM Page Availability" on page 247

➤ "RUM Transaction Availability" on page 250

➤ "SOA Diagnostics Availability" on page 267

➤ "SOA SiteScope Availability" on page 271

➤ "Volume Average Value" on page 280

➤ "Worst Child (Min.)" on page 282

Availability Six Sigma

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

Unit of measurement: Sigma.

Rules

This KPI uses the following rules:

➤ "BPM Six Sigma Availability" on page 223

➤ "Best Child (Max.)" on page 213

➤ "Group Average Value" on page 234

➤ "RUM Page Six Sigma Availability" on page 249

➤ "RUM Transaction Six Sigma Availability" on page 254

➤ "SiteScope Monitor Six Sigma" on page 262

➤ "SiteScope Six Sigma Availability" on page 265

➤ "Six Sigma Group" on page 267

➤ "SOA Diagnostics Six Sigma on Availability" on page 271

➤ "SOA Six Sigma on Availability" on page 275

➤ "Worst Child (Min.)" on page 282

MTBF (Mean Time Between Failures)

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

Unit of measurement: date.

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "Group Average Value" on page 234

➤ "MTBF (Mean Time Between Failures)" on page 235

➤ "MTBF (Mean Time Between Failures) – Alternate" on page 237

➤ "Worst Child (Min.)" on page 282

MTTR (Mean Time to Recover)

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

Unit of measurement: date.

Rules

This KPI uses the following rules:

➤ "Best Child (Min.)" on page 214

➤ "Group Average Value" on page 234

➤ "MTTR (Mean Time to Recover)" on page 239

➤ "Worst Child (Max.)" on page 281

Number of Outages

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

Unit of measurement: number.

Rules

This KPI uses the following rules:

➤ "Best Child (Min.)" on page 214

➤ "Group Average Value" on page 234

➤ "Number of Outages" on page 241

➤ "Worst Child (Max.)" on page 281

Outage Duration

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

Unit of measurement: date.

Rules

This KPI uses the following rules:

➤ "Best Child (Min.)" on page 214

➤ "Group Average Value" on page 234

➤ "Outage Duration" on page 244

➤ "Worst Child (Max.)" on page 281

Outages

Needed by Service Level Management when calculating outages.

The Outage KPI is defined in the Outage Definition page. For details, see "Defining an SLA: Outages" in *Application Administration*.

Rules

This KPI uses the following rules:

➤ "BPM Outage" on page 220

➤ "Outage Based on Availability" on page 242

➤ "Outages Based on System Availability" on page 243

➤ "RUM Transaction Outage" on page 253

➤ "SiteScope Monitor Outage" on page 260

➤ "SiteScope Outage" on page 262

Performance

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

Unit of measurement: percentage.

Rules

This KPI uses the following rules:

Performance Six Sigma

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

Unit of measurement: Sigma.

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "BPM Six Sigma Performance" on page 224

➤ "Group Average Value" on page 234

➤ "RUM Page Six Sigma Performance" on page 249

➤ "RUM Transaction Six Sigma Performance" on page 255

➤ "Six Sigma Group" on page 267

➤ "SiteScope Six Sigma Performance" on page 266

➤ "SOA Diagnostics on Performance" on page 270

➤ "SOA Six Sigma on Performance" on page 276

➤ "Worst Child (Min.)" on page 282

PNR (Point of No Return)

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

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

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

Rules

This KPI uses the following rules:

➤ "PNR (Point of No Return)" on page 245

Response Time

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

Unit of measurement: seconds.

Rules

This KPI uses the following rules:

➤ "BPM Average Response Time" on page 217

➤ "BPM Max. Response Time" on page 218

➤ "BPM Min. Response Time" on page 219

➤ "Best Child (Min.)" on page 214

SLM Status

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

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

Rules

This KPI uses the following rules:

➤ "Service Level Management Status" on page 256

System Availability

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

Unit of measurement: percentage.

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "Cluster Availability" on page 228

➤ "External Source Average Availability" on page 231

➤ "Group Average Value" on page 234

➤ "SiteScope Average Availability" on page 256

➤ "SiteScope Monitor Availability" on page 261

➤ "Volume Average Value" on page 280

➤ "Worst Child (Min.)" on page 282

System Performance

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

Rules

This KPI uses the following rules:

➤ "Best Child (Min.)" on page 214

➤ "Children Success Ratio" on page 226

➤ "External Source Average Value" on page 232

➤ "Group Average Value" on page 234

➤ "SiteScope Average Value" on page 257

➤ "SiteScope Max. Value" on page 258

➤ "SiteScope Min. Value" on page 259

➤ "Volume Average Value" on page 280

➤ "Worst Child (Max.)" on page 281

Throughput

The Throughput KPI is used to show the load on a Web service and represents the number of calls per minute. For example, the throughput of the transferMoney service is 5 calls per minute.

Throughput is calculated from the total number of Web service calls measured by Mercury Diagnostics and divided by a time period (defined in minutes).

Rules

This KPI uses the following rules:

➤ "Group Sum Value" on page 235

➤ "SOA Diagnostics Average Throughput" on page 268

➤ "SOA Diagnostics Max. Throughput" on page 269

➤ "SOA Diagnostics Min. Throughput" on page 270

User Availability

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

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "Cluster Availability" on page 228

➤ "Group Average Value" on page 234

➤ "RUM Session User Availability" on page 250

➤ "Volume Average Value" on page 280

➤ "Worst Child (Min.)" on page 282

User Performance

This KPI displays information related to end-user performance.

Rules

This KPI uses the following rules:

➤ "Best Child (Max.)" on page 213

➤ "Children Success Ratio" on page 226

➤ "Group Average Value" on page 234

➤ "RUM Session User Performance" on page 250

➤ "Volume Average Value" on page 280

➤ "Worst Child (Min.)" on page 282

Part III

Business Rules

5

Business Rules Repository

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

About Rules Repository

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

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

In the adapter templates, which are used to map the entities in the data source to the configuration items (CIs) used by Mercury Universal CMDB, the business rule for each KPI is identified by an ID number. For a list of the rules ID numbers, see Chapter 6, "Dashboard Business Rules Detailed Description" or Chapter 7, "Service Level Management Business Rules Repository".

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

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

This section includes the following topics:

Business Rule Categories

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

There are two categories of business rules:

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

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

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

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

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

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

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

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

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

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

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

Note: If you add a rule, a matching tooltip (with the same ID number) is automatically created. For more details, see "Tooltips Repository" on page 459.

Service Level Management Rules

The Service Level Management rules are divided into two sets:

➤ **low level rules.** Used by items that receive data (monitors such as Business Process Monitor transactions, Real User Monitor, SiteScope monitors, and so forth)

➤ **roll-up rules.** Used by higher levels in the hierarchy (applications, groups, business processes, and so forth)

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

Working with the Business Rules Repository

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

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

You can create a new customized rule by:

➤ **cloning.** This consists in copying a factory (pre-defined) rule or a customized rule to use as a template. For details, see "Creating a Rule Using Cloning" on page 82.

➤ **creating a new rule.** For details, see "Creating a Rule" on page 83.

You can edit an existing rule by overriding it (replacing it). For details, see "Editing a Rule Using Override" on page 83.

You can then customize the new rule or the overridden rule to your organization specifications. For details, see "Specifying the Rule Details" on page 84.

If you have created a new rule, you must attach it to a KPI. For details, see "Specifying KPI Details" on page 16.

Example Scenario - Creating New Rules

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

This scenario has one stage: "Stage 1: Create the New Rules" on page 80.

Stage 1: Create the New Rules

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

To create the rule:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **Business Rules** tab menu option to open the business rules page.

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

☐	23	com.mercury.am.rules.dashboard.b lDashboardRules.WorstChildRule	HP Worst Child Rule
☑	24	com.mercury.am.rules.dashboard.b lKpiRules.BisImpactOTRule	Impact Over Time Rule
☐	30	com.mercury.am.rules.dashboard.b lDashboardRules.SumRule	Summary of values

5 Click the **Clone** button.

6 The cloned rule appears in the **Custom Business Rules** area.

Custom Business Rules			
	Id	**Class Name** ▲	**Display Name**
☐	2000	com.mercury.am.rules.dashboard.b lKpiRules.BisImpactOTRule	Impact Over Time Rule

7 Click the appropriate **Edit Entity** button to open the Rule Details page.

8 In the **Display Name** box, change the name of the rule to **RUM Impact Over Time**.

9 In the **Description** box, add **- for RUM** at the end of the description to indicate that the rule is for Real User Monitor.

Rule Details	
Display Name:	RUM Impact Over Time Rule
Class Name:	com.mercury.am.rules.dashboard.blKpiRules.BisImpactOTRule
Description:	Status based on: Financial loss due to non-availability over time
Rule type:	Group
Relevant result type:	☑ Status ☐ Value
Units:	$

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

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

Parameter Details	
Name:	DollarImpactFactor
Description:	
Type:	Double
Default Value:	1000
Presentation class:	

OK   Cancel

12 Click **OK** to save the changes to the parameter.

13 Click **OK** to save the changes to the rule.

14 Repeat steps 4 on page 80 and 11 on page 81 to define the **BPM Impact Over Time** rule with a **DollarImpactFactor** of 500, and add **- for BPM** at the end of the description.

The result is as follows:

	Id	Class Name ▲	Display Name	Description	Actions
☐	2001	com.mercury.am.rules.dashboard.b IKpiRules.BisImpactOTRule	BPM Impact Over Time Rule	Status based on: Financial loss due to non-availability over time	✎
☐	2000	com.mercury.am.rules.dashboard.b IKpiRules.BisImpactOTRule	RUM Impact Over Time Rule	Status based on: Financial loss due to non-availability over time	✎

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

Creating a Rule Using Cloning

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

To create a rule using cloning:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Business Rules** tab menu option to open the rules page.

4 In the **Factory Rules** or **Custom Rules** area, select the rule you want to clone.

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

6 To specify the rule's details (you can do it now or at a later time), click the appropriate **Edit** button to open the Rule Details dialog box. For details, see "Specifying the Rule Details" on page 84.

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

Creating a Rule

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

To create a new customized rule:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Business Rules** tab menu option to open the rules page.

4 In the **Custom Rules** area, click the **New Item** button to open the Rule Details dialog box in which you specify the details of the rule you want to create.

5 Proceed to "Specifying the Rule Details" on page 84.

Editing a Rule Using Override

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

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

To edit a rule using Override:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Business Rules** tab menu option to open the rules page.

4 In the **Factory Rules** area, select the rule you want to override.

5 Click the **Override** button. In the Factory Rule area the note (Overridden) appears underneath the overridden rule as follows:

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

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

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

Specifying the Rule Details

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

This section includes the following topics:

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

Specifying the Rule Details

You can specify the rule details.

To specify rule details:

1 Access the Rule Details dialog box.

2 In the **Display Name** box, enter the name of the rule as it is to be displayed in the UI.

3 In the **Class Name** box, enter the name of the class the rule belongs to. It includes the Java class that implements the rule, with the full path to the root.

4 In the **Description** box, enter a description of the rule.

5 Select one of the following in the **Rule type** list. For details, see "About Business Rules" in *Application Administration*:

- ◆ **Both.** So the rule can be applied both to group and monitor

- ◆ **Group.** So the rule can be applied to a group

- ◆ **Monitor.** So the rule can be applied to a monitor

6 Select one of the following in the **Relevant result type** area. For details, see "Saving Measurements Data" in *Application Administration*:

- ◆ **Status.** So the rule result is displayed as a status indicator

- ◆ **Value.** So the rule is displayed as a value

7 In the **Units** box, enter the type of unit applicable to the rule results (relevant only when you selected **Value** in the **Relevant result type** area, see above for more details). For more details about the available units, see "Units of Measurement for Objectives" in *Application Administration*.

8 In the Rule parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter. For details, see "Specifying the Rule Parameter Details" on page 86 and "Specifying the Rule Objective Parameters" on page 87.

9 In the Objective Parameters area, click the **New** button to enter new objective parameters or click the relevant **Edit** button to modify an existing parameter. For details, see "Specifying the Rule Parameter Details" on page 86.

Specifying the Rule Parameter Details

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

To specify the rule parameter details:

1 In the Rule Details dialog box, in the Rule parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter.

2 In the **Name** box, enter or modify the name of the parameter. The parameter name is used as a key.

3 In the **Description** box, enter or modify the parameter description.

4 In the **Type** box, enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.

5 In the **Default value** box, enter the value to be listed as the default value of the parameter in Dashboard or Service Level Management. Note that for some of the rules, the default values can be: **sampleBased** or **timeBased** and indicates if the calculation performed by the rule is based on the sample values or is calculated.

6 In the **Presentation class** box, enter the name of the presentation class.

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

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7 Click **OK** to save the new rule details and close the Parameter Details dialog box.

8 You may now specify the rule's objective parameters if necessary. For details, see "Specifying the Rule Objective Parameters" on page 87.

Specifying the Rule Objective Parameters

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

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

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

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

1 Select **Admin** > **Dashboard** or **Service Level Management**

2 Click the down arrow in the **Repositories** tab and select **Rules**.

3 Select the appropriate rule and click the **Edit** button.

4 You can then:

- ◆ click the **New** button in the **Objective parameters** area to open the Parameter Details page

- ◆ click the **Edit** button for the objective parameter you want to modify to open the Parameter Details page

5 Enter the parameter details. For details, see "Specifying the Rule Parameter Details" on page 86.

6 If you created a new rule, you must now attach the rule to the appropriate KPI. For details, see "Stage 3: Attach the New Rules to the New KPIs" on page 12. If you cloned or overrode an existing rule, the rule is already attached to the appropriate KPI.

Configuring the Rules Global Parameters

You can edit all rules global parameters by accessing the Global Attributes page from the **Rules** page. The global attributes for rules are listed in "Rule Global Attributes" on page 89.

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

To globally edit all factory rules:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Business Rules** tab menu option to open the rules page.

4 Click the **Edit Globals** button to open the **Global Attributes Details** page.

5 You can then:

◆ enter new global attribute details by clicking the **New** button to open the **Global Attribute Details** window

◆ edit existing global attribute details by clicking the relevant **Edit** button to open the **Global Attribute Details** window

6 Enter or modify the appropriate parameters:

◆ **Key.** The global attribute key.

◆ **Value.** The value of the global attribute.

◆ **History Size (approximately).** The time period (in hours) used when calculating history and trend status. The range is 1 to 6 hours.

◆ **Type.** The type of KPI value that is saved to the CMDB. Select **Boolean**, **Number**, or **String**.

7 Click **OK** to save the changes and return to the previous page.

Rule Global Attributes

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

Display Name	Usual Default Value	Description
saveLastSample	false	Defines whether the last sample is presented in Dashboard or Service Level Management when clicking on the status icon. For details, see "Displaying the Last Sample Details" on page 95.
HistoryType	Worst	Defines the history calculation type to be used when calculating history status. Values can be: **Worst**, **Average**, or **None** (no history status displayed). For details, see "Configuring the Rules Global Parameters" on page 88.
HistorySize	60	Defines a time period (in hours) used when calculating history and trend status. Enter round hours between 1 and 6.
saveValuesToPersistency	false	Set **saveValuesToPersistency** to **true** if you want Dashboard or Service Level Management to save CIs and KPIs value data to be displayed in the KPI Over Time with Value report. For details, see "KPIs Over Time Reports" in *Using Dashboard*.
saveValuesToPersistencyInterval	900	Defines the periodicity (in minutes) with which the value of the KPI is saved to the CMDB (to be used in KPI Over Time with Value reports). For details, see "KPIs Over Time Reports" in *Using Dashboard*.
Calculate Trend	false	Defines whether the trend should be calculated (and displayed) or not.

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

Status Calculations

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

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

Status Scores

Real-time statuses can be:

0	worst
5	bad

10	middle
15	good
20	best

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

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

➤ 0 = worst

➤ 0 < score < 7.5 = bad

➤ 7.5 to 12.5 (inclusive) = middle

➤ 12.5 < score < 20 = good

➤ 20 = best

They are then assigned the colors:

worst	red
bad	orange
middle	yellow
good	olive
best	green

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

History Calculation

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

The calculation method for history status is determined by the value set for the **HistoryType** parameter (one of the global parameters in the Business Rules Repository, described in "Rule Global Attributes" on page 89). The possible calculation methods are **Worst** (default value) or **Average**. Whichever calculation method is used, only status scores that have meaning (scores 0 to 20—the non-gray icons) are taken into consideration.

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

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

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

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

Trend Calculation

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

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

➤ **Long window SMA.** Based on the mean status of a KPI over the period of time specified in the **HistorySize** parameter (default = 60 minutes), one of the global parameters in the Business Rules Repository, described in "Rule Global Attributes" on page 89.

➤ **Short window SMA.** Based on the mean status of a KPI over the period of time defined by (**TrendRate * HistorySize**). The **TrendRate** parameter (default = 0.3) represents the time rate between the long and short window, and is defined in the hidden parameters described in "Modifying the Trend and History Status Calculations" on page 93.

Modifying the Trend and History Status Calculations

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

➤ as part of the global rule parameters that apply to all rules and affect all CIs. For details on editing global parameters, see "Configuring the Rules Global Parameters" on page 88.

➤ directly for a rule, so that it affects all CIs that use this rule. For details on editing rule parameters, see "Specifying the Rule Details" on page 84.

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

Business Rules Repository Global Parameters

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

➤ You can specify whether or not you want trend status and/or history status displayed for CIs.

➤ You can change the window of time used for trend and history calculations.

➤ You can specify the calculation type for history status.

For details, see "Rule Global Attributes" on page 89.

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

Hidden Parameters

The history and trend statuses use the following hidden parameters. These are parameters with default values that are not visible to the user. However, if necessary, they can be overridden by defining the parameter in the global parameters for the Business Rules Repository (described in "Configuring the Rules Global Parameters" on page 88).

Name	Default Value	Description
TrendRate	0.3	Sets the time rate between the long window (period of time defined by the **HistorySize** parameter) and a short window.
CalculationGranularity	20	Sets the time difference, in seconds, between recalculating statuses for a view. This knowledge is shown in **<Mercury Business Availability Center home directory> \log\EJBcontainer\TrinityStatistic.log**.

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

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

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

Displaying the Last Sample Details

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

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

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

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

To save the last sample details:

➤ To set the property for an individual business rule, override the rule in the Business Rules Repository. In the Rule Details window for the new custom rule, add a new parameter **saveLastSample** with default value **true**. (Note that this property need only be defined for rules that apply to monitor CIs.)

➤ To set the property for all business rules, click the **Edit Globals** button in the Business Rules Repository to view the Global Attributes list. Edit the **saveLastSample** attribute to change its value to **true** (default setting is **false**).

For more details on editing global attributes, see "Configuring the Rules Global Parameters" on page 88.

Setting a Rule and its Parameters Back to Default

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

To set a rule and its parameters back to default:

1 Select **Admin** > **Dashboard** or **Service Level Management**.

2 Click the down arrow in the **Repositories** tab and select **Rules**.

3 In the **Custom Rules** area, delete the copy of the rule you want to return to default.

4 Click **OK**. The rule and its parameters are returned to their defaults.

Sample-Based and Time-Based Sampling

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

If you have the following sample:
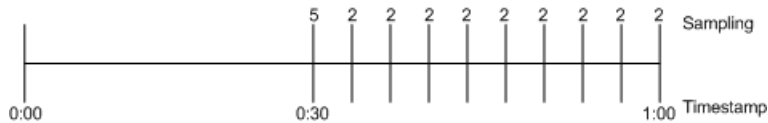
The result of the first part of the sampling period is 5. After that the result of each sampling period is 2.

The sample-based result is calculated as follows:
(5+8x2)/9= 2.33
The samplings are as follows: 1 sampling with the value 5 and 8 samplings with the value 2. The total number of samplings is 9.

The time-based result is calculated as follows:
(30x5+30x2)/60=3.5
During 30 seconds the value was 5. During the next 30 seconds the value was 2. The total sampling time was 60 seconds.

6

Dashboard Business Rules Detailed Description

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

This chapter describes:	On page:
WS Operation Availability Rule	199
Rule Parameters	200

Average Availability of Weighted Volume

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

This is a group rule.

KPIs Using this Rule

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

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Average Latency of Weighted Volume

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Latency" on page 38

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

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Average of Converted Performance Results in %

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

KPIs Using This Rule

This rule is used by the following KPI(s): "Performance" on page 42

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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➤ "Example Scenario - Creating New Rules" on page 80

Average of Values

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

KPIs Using This Rule

This rule is used by the following KPI(s): "Performance" on page 42

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Average Performance of Weighted Volume in %

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

KPIs Using This Rule

This rule is used by the following KPI(s): "Performance" on page 42

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Average Performance of Weighted Volume in Seconds

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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➤ "Example Scenario - Creating New Rules" on page 80

Best Child Rule

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

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

KPIs Using this Rule

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

➤ "Availability" on page 31

➤ "Bandwidth" on page 33

➤ "Component Availability" on page 33

➤ "Customer" on page 34

➤ "HP System" on page 37

➤ "Latency" on page 38

➤ "Locations" on page 39

➤ "Performance" on page 42

➤ "SAP" on page 45

➤ "SAP Alert" on page 46

➤ "System" on page 50

➤ "Transactions" on page 53

➤ "User" on page 55

➤ "Volume" on page 56

Parameters

This rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Customer Rule

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Customer" on page 34

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

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Dashboard PNR Rule

Produces status to be presented in the Dashboard, based on Point of No Return (PNR) samples (created by the corresponding internal SLM PNR. For details, see "PNR (Point of No Return)" on page 245). The status is displayed in bar form in the Dashboard tab. The PNR samples measure unavailability in the period of time that has elapsed, and how much time remains before the SLA is in breach of contract.

KPIs Using this Rule

This rule is used by the following KPI(s): "PNR" on page 43

Parameters

The rule parameters are: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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Deep Transaction Tracing Monitor Availability

Calculates the average of Deep Transaction transaction availability over time.

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

This is a monitor rule.

KPIs Using this Rule

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

Understanding the Deep Transaction Tracing Monitor Availability Rule

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

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

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➤ "Example Scenario - Creating New Rules" on page 80

Deep Transaction Tracing Monitor Failed Tx Business Impact

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

This is a monitor rule.

KPIs Using this Rule

This rule is used by the following KPI(s): "DT Failed Impact" on page 35

Understanding the Deep Transaction Tracing Monitor Failed Tx Business Impact

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

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Deep Transaction Tracing Monitor Late Tx Business Impact

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

This is a monitor rule.

KPIs Using this Rule

This rule is used by the following KPI(s): "DT Late Impact" on page 35

Understanding the Deep Transaction Tracing Monitor Late Tx Business Impact

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

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Deep Transaction Tracing Monitor Performance

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

This is a monitor rule.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the Rule

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

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

Deep Transaction Tracing Monitor Total Tx Business Impact

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

This is a monitor rule.

KPIs Using this Rule

This rule is used by the following KPI(s): "DT Total Impact" on page 36

Understanding the Deep Transaction Tracing Monitor Total Tx Business Impact Rule

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

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

Diagnostics WS Operation Percentile Performance Rule

Calculates the percentile performance of a Web service operation defined as the percentage of calls that did not pass the diagnostics threshold out of available calls.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the Diagnostics WS Operation Percentile Performance Rule

The rule works as follows:

1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is:

```
calls_count - error_count
```

2 Sums the number of calls that did not pass the diagnostics threshold into **sumOfNotOverThresholdCalls**. The calculation for each sample is:

```
calls_count - error_count - over_threshold_server_time
```

3 The result is calculated as:

> (sumOfNotOverThresholdCalls * 100) / sumOfAvailableCalls

calls_count, **error_count**, and **over_threshold_server_time** are sample fields.

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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Diagnostics WS Operation Performance Rule

Calculates the performance of a Web service operation defined as the average server time (ms) of available calls. The average server time data is obtained from diagnostics samples.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the WS Operation Performance Rule

The rule works as follows:

1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is:

> calls_count - error_count

2 Sums the server time of available calls into **sumOfAvailableCallsTime**.

3 The result is calculated as:

> sumOfAvailableCallsTime / sumOfAvailableCalls

calls_count, **error_count**, and **avg_server_time** are sample fields.

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

Diagnostics WS Operation Throughput Rule

Calculates the throughput of a Web service operation defined as the total number of calls divided by the time frame. The total number of calls is obtained from the Diagnostics sample. The time frame is defined in minutes, each time the rule is calculated according to the following formula: number of samples in the sample container * sample aggregative time. The aggregative sample time is 5 minutes.

KPIs Using this Rule

Understanding the Diagnostics WS Operation Throughput Rule

The rule works as follows:

1 Sums the **calls_count** filed into **sumOfTotalCalls**.

2 The result is calculated as:

```
sumOfTotalCalls / (sampleContainerSize * 5)
```

calls_count is a sample field.

Parameters

The rule parameters are:

➤ **duration**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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Diagnostics for J2EE/.Net General

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Application" on page 31

Parameters

The rule parameter is: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

EMS Simple Rule

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

Status is assigned according to the following values:

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

KPIs Using this Rule

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

➤ "Availability" on page 31

➤ "HP System" on page 37

➤ "Locations" on page 39

➤ "SAP" on page 45

➤ "SAP Alert" on page 46

➤ "Performance" on page 42

➤ "System" on page 50

➤ "Transactions" on page 53

➤ "User" on page 55

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Number of Problematic Samples**

➤ **Total Number of Samples**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Generic Formula Rule

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

You can use the rule to create a set of calculation methods (sum, count, average, and so forth) that can be applied to every type of sample: legacy (SiteScope, Business Process Monitor, and Real User Monitor) and Enterprise Management Systems (EMS) samples.

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

In Dashboard, the rule is time-based and the formula calculates a single aggregated result of all of the specified data collected during the period specified in the **duration** parameter.

Note:

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

➤ The formula is not validated. If there is a mistake in the formula, the status of the KPI will appear as a gray icon in Dashboard.

For example, use this rule to calculate the average of a sample field over a period of time multiplied by 2, or the sum of the values of a sample field over the specified period of time, divided by the number of values of another field.

KPIs Using this Rule

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

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

➤ "Application" on page 31

➤ "Availability" on page 31

➤ "Bandwidth" on page 33

➤ "Component Availability" on page 33

➤ "HP System" on page 37

➤ "Latency" on page 38

➤ "Performance" on page 42

➤ "System" on page 50

➤ "User" on page 55

➤ "Volume" on page 56

Understanding the Rule

To use the Generic Formula rule, clone it and give the clone a meaningful name. You can then customize the cloned rule. You can then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all of the CI parents.

To edit the formula, click the Edit button for the Formula parameter, and enter the formula that you want the rule to use in the **Default Value** field. For more details, see "Specifying the Rule Parameter Details" on page 86.

Writing a Formula

The formula is based on operands, operators, functions, constants, and sample field values. The formula must use only fields from the selected samples; you must know the name of the variables in the sample on which you want to run the formula. The samples for the rule depend on the specific KPI's selector, therefore the formula must support the collected sample structure.

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

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

Any valid Dashboard sample is valid for this rule.

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

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

The formula elements are:

➤ supported operators: *****, **+**, **-**, **/**, **( )**

➤ supported aggregation functions: **sum**, **min**, **max**, **avg**, **count**, **stddev**, **sumofsqr**

➤ supported manipulation function: **if**

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

Examples:

➤ The following formula calculates the average of the dResponseTime sample field value over the specified period of time, multiplied by 2:

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

➤ The following formula calculates the sum of the dResponseTime sample field value over the specified period of time, divided by the number of u_iStatus field values:

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

➤ In the following formula, you want to sum only the response time of the successful transactions, therefore only the response time for samples with u_iStatus=0 is taken into consideration. u_iStatus=1 when the transaction fails, and u_iStatus=0 when the transaction is successful.

The formula calculates the sum of the values of the dResponseTime sample field value over the specified period of time, where the value of dResponseTime is set to 0 every time the value of the u_iStatus sample field equals 1. This sum is divided by the sum of values calculated as follows: the value is equal to 1 when the u_iStatus field value is 0, and the value equals 0 when the u_iStatus field value is different from 0. This formula calculates the performance of a certain transaction by aggregating the response time of all of the successful transaction and dividing it by the number of successful transactions:

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

Parameters

The rule parameters are:

➤ **Formula**

➤ **duration**

➤ **Time stamp field**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Generic Sample Rule

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

The tooltip of the Generic Sample Rule is empty.

KPIs Using this Rule

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

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

➤ "Application" on page 31

➤ "Availability" on page 31

➤ "Bandwidth" on page 33

➤ "Component Availability" on page 33

➤ "HP System" on page 37

➤ "Latency" on page 38

➤ "Performance" on page 42

➤ "System" on page 50

➤ "User" on page 55

➤ "Volume" on page 56

Understanding the Rule

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

To create a customized Generic Sample Rule:

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

2 In the Factory Business Rules area, select the **Generic Sample Rule** and click **Clone**.

3 In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Sample Rule to open the Rule Details window.

4 In the **Display Name** box, enter a new name for the cloned rule.

5 In the Rule Parameters area:

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

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

---

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

6 If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see "Specifying the Rule Objective Parameters" on page 87.

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

---

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

To define the customized rule for a KPI:

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

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

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

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

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

6 In the **Applicable Rules** list, select **Worst Child**, click CTRL and click the cloned Generic Sample Rule you just created.

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

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

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

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

2 Select a view.

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

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

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

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

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Field name**

➤ **Time stamp field**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Generic Sum of Values Over Time Rule

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

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

KPIs Using this Rule

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

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

➤ "Application" on page 31
➤ "Availability" on page 31
➤ "Bandwidth" on page 33
➤ "Component Availability" on page 33
➤ "HP System" on page 37
➤ "Latency" on page 38
➤ "Performance" on page 42
➤ "System" on page 50
➤ "User" on page 55
➤ "Volume" on page 56

Understanding the Generic Sum of Values Over Time Rule

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

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

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

2 In the Factory Business Rules area, select the **Generic Sum of Values Over Time Rule** and click **Clone**.

3 In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Sum of Values Over Time Rule to open the Rule Details window.

4 In the **Display Name** box, enter a new name for the cloned rule.

5 In the Rule Parameters area:

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

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

---

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

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

 6 If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see "Specifying the Rule Objective Parameters" on page 87.

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

---

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

To define the customized rule for a KPI:

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

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

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

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

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

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

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

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

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

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

 2 Select a view.

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

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

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

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

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Field name**

➤ **Time stamp field**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

Generic Two Arguments Rule

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

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

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

KPIs Using this Rule

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

Understanding the Rule

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

To create a customized Generic Two Arguments Rule:

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

 2 In the Factory Business Rules area, select the Generic Two Arguments Rule and click **Clone**.

 3 In the Custom Business Rule area, click the **Edit** button corresponding to the Generic Two Arguments Rule to open the Rule Details window.

 4 In the **Display Name** box, enter a new name for the cloned rule.

 5 In the Rule Parameters area:

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

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

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

---

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

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

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

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

   6 If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see "Specifying the Rule Objective Parameters" on page 87.

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

---

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

To define the customized rule for a KPI:

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

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

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

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

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

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

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

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

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

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

2 Select a view.

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

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

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

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

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **First Field Name**

➤ **Second Field Name**

➤ **Operator**

➤ **Time stamp field**

➤ **Factor**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

HP OpenView Service Navigator Rule

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

Status is assigned according to the following values:

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

KPIs Using this Rule

This rule is used by the following KPI(s): "HP System" on page 37

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Number of Problematic Samples**

➤ **Total Number of Samples**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

HP Worst Child Rule

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "HP System" on page 37

Parameters

The rule parameter is: **InitStatus**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

Impact Over Time Rule

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

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

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "OT Impact" on page 41

Parameters

The rule parameters are:

➤ **DollarImpactFactor**

➤ **StatusDimension**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Locations Grouped Parent Rule

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

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

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

KPIs Using this Rule

This rule is used by the following KPI: "Locations" on page 39

Understanding the Rule

For example, if a CI has three child CIs, the Locations Parent Group rule summarizes the bars for its children.

The rule aggregates the bars calculated by the Locations Grouped Rule for all of the children into one bar. The tooltip displays for each status how many children have that specific status.

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Locations Grouped Rule

For a Locations group CI with child CIs, the rule selects the worst status of **Performance** and **Availability** for each child CI, calculates the sum of children with each specific status and displays that information in a bar.

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Locations" on page 39

Understanding the Rule

For example, a Locations CI has three child CIs with the following statuses:

	Performance	Availability
child 1	Critical	OK
child 2	OK	Minor
child 3	OK	Major

The rule calculates the status of the Locations CI by taking for each child the worst status of **Performance** and **Availability**. It then calculates the sum of children with each specific status and displays that information in a bar:

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Number of Running Sessions Rule

The rule receives the number of sessions from the SiteScope Number of Running Sessions measurement and compares that result with the objectives set for the rule. The result is the number of running sessions colored according to the objectives set for the rule. This rule is used by the Mercury Business Availability Center for Siebel solution.

KPIs Using this Rule

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

➤ "Sessions" on page 47

➤ "Tasks in Error" on page 51

Parameters

The rule parameter is: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Number of Tasks in Error Rule

The rule receives the value of SiteScope Number of Tasks in Error measurement and compares that result with the objectives set for the rule. The result is the number of tasks in error colored according to the objectives set for the rule. This rule is used by the Mercury Business Availability Center for Siebel solution.

KPIs Using this Rule

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

➤ "Sessions" on page 47

➤ "Tasks in Error" on page 51

Parameters

The rule parameter is: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Percentage Rule

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

KPIs Using this Rule

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

➤ "Availability" on page 31

➤ "Customer" on page 34

➤ "HP System" on page 37

➤ "Locations" on page 39

➤ "SAP" on page 45

➤ "System" on page 50

➤ "Transactions" on page 53

➤ "Performance" on page 42

➤ "User" on page 55

Understanding the Percentage Rule

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

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

The different applications of the Percentage Rule are described below:

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

Each status has a value, as follows:

◆ red = 0

◆ orange = 5

◆ yellow = 10

◆ olive = 30

◆ green = 20

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

```
1 x 0
2 x 10
1 x 20
Total = 40/4 (number of red, yellow, and green children) = 10 (average
result)
```

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

```
(10/20) x 100 = 50% (score)
```

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

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

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

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

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

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

> 1 x 0
> 2 x 10
> 1 x 10
> 3 x 20
> Total = 90/7 (total weight values for red, yellow, and green children) = 12.86 (average result)

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

> (12.86/20) x 100 = 64.27% (score)

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

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

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

◆ Dashboard determines the lowest status held among all dominant CIs.

◆ Dashboard determines group status according to the percentage rule calculation (as described in Basic Percentage Rule above).

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

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

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

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Real Time Impact

Calculates financial loss due to non-availability.

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

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

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "RT Impact" on page 44

Parameters

The rule parameters are:

➤ **DollarImpactFactor**

➤ **StatusDimension**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

RUM Bandwidth Rule

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Bandwidth" on page 33

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Component Availability Rule

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Component Availability" on page 33

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

RUM Event Monitor Volume Rule

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Latency Rule

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

The displayed status color represents the average value as follows:

Color	Value
Green	< 50
Yellow	< 200
Red	> 200

KPIs Using this Rule

This rule is used by the following KPI(s): "Latency" on page 38

Understanding the Rule

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Page Monitor Availability Rule

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

KPIs Using this Rule

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

Understanding the Rule

The thresholds for this rules are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Page Monitor Performance Rule

Calculate the percentage of pages without performance problem (pages with page time over the threshold).

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Page Monitor Volume Rule

Counts the total number of hits to a page monitored by Real User Monitor, during the time period specified by the **duration** parameter.

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

RUM Session Monitor Availability Rule

Calculates the percentage of available sessions (out of the total number of sessions), over the time period specified in the **duration** parameter for the rule. A session is considered available when all its pages are available.

KPIs Using this Rule

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

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Session Monitor Performance Rule

Calculates the percentage of sessions that do not have a performance problem (out of the total number of sessions). A session is considered to have no performance problem when each one of its pages does not have a performance problem. A page is considered to have a performance problem when page time is over the threshold.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Session Monitor Volume Rule

Adds the total number of sessions started for an application in the past 24 hours, the total number of users starting a session in the past 24 hours, and the number of sessions that were closed in the time period specified by the duration parameter for the rule, for sessions monitored by Real User Monitor.

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

RUM Transaction Monitor Availability Rule

Calculates the percentage of available transactions (out of the total number of transactions), over the time period specified in the **duration** parameter for the rule. A transaction is considered available when all pages accessed by the transaction are available.

KPIs Using this Rule

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

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

RUM Transaction Monitor Performance Rule

Calculates the percentage of transactions (out of the total number of transactions) that do not have pages with a performance problem. A page is considered to have a performance problem when page time is over the threshold.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

➤ **volumeKPI**

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

RUM Transaction Monitor Volume Rule

Counts the total number of times that a transaction monitored by Real User Monitor was completed, during the time period specified by the **duration** parameter for the rule.

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

SAP Alerts Rule

The rule obtains SAP samples from SiteScope and displays them as is. The SAP Alerts include the name of the alert and its status.

Mercury Business Availability Center displays two types of SAP Alerts:

➤ Dialog alerts under a Dialog work process

➤ Syslog alerts under a SAP R/3 server

The status of an alert is displayed by the color of the SAP alert KPI, assigned by the SAP system.

The colors of active alerts can be red or yellow. For details, see "Understanding KPI Status" in *Using Dashboard*.

KPIs Using this Rule

This rule is used by the following KPI(s): "SAP Alert" on page 46

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Service Level Management Tracking Period Alert

This is an internal rule that is used to send alerts to Service Level Management.

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Parameters

The rule parameters are:

➤ **tracking period id**

➤ **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

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➤ "Example Scenario - Creating New Rules" on page 80

➤ "Example Scenario - Creating New Rules" on page 80.

Sessions Custom Data Rule

Calculates the number of running sessions for a CI and all its child CIs.

KPIs Using this Rule

This rule is used by the following KPI(s): "Sessions" on page 47

Parameters

The rule parameter is: **No data timeout**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

SiteScope WS Operation Percentile Performance Rule

Calculates the percentile performance of a Web service operation defined as the percentage of calls that did not pass the SiteScope threshold out of available calls.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the SiteScope WS Operation Percentile Performance Rule

The rule works as follows:

1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is:

    calls_count - error_count

2 Sums the number of calls that did not pass the SiteScope threshold into **sumOfNotOverThresholdCalls**. The calculation for each sample is:

    calls_count - error_count - over_threshold_server_time

3 The result is calculated as:

    (sumOfNotOverThresholdCalls * 100) / sumOfAvailableCalls

calls_count, **error_count**, and **over_threshold_client_time** are sample fields.

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

SiteScope WS Operation Performance Rule

Calculates the performance of a Web service operation defined as the average client time (ms) of available calls. The average server time data is obtained from SiteScope samples.

KPIs Using this Rule

This rule is used by the following KPI(s): "Performance" on page 42

Understanding the SiteScope WS Operation Performance Rule

The rule works as follows:

1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is:

> calls_count - error_count

2 Sums the server time of available calls into **sumOfAvailableCallsTime**.

3 The result is calculated as:

> sumOfAvailableCallsTime/sumOfAvailableCalls

calls_count, **error_count**, and **avg_server_time** are sample fields.

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sitescope Measurement Rule

Calculates the status based on metrics for a SiteScope measurement CI for sampleType: **ss_t**, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

KPIs Using this Rule

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

➤ "SAP" on page 45

➤ "Siebel" on page 49

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Number of Problematic Samples**

➤ **Total Number of Samples**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sitescope Measurement Siebel Processes Rule

Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_t**, monitored by the SiteScope Monitor.

The value displayed corresponds to the number of processes. The color of the value is determined by the thresholds on the number of sessions (which can be 25, 64, and so forth).

KPIs Using this Rule

This rule is not attached to a KPI.

Parameters

The rule parameter is: **No data timeout**.

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sitescope Measurement Time-Based Rule

Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_t**, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

KPIs Using this Rule

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

➤ "HP System" on page 37

➤ "SAP" on page 45

➤ "System" on page 50

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sitescope Measurement with Custom Data Rule

Displays the number of tasks that are in error taken from the SiteScope samples with sub-samples listing all of the tasks.

KPIs Using this Rule

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

➤ "Sessions" on page 47

➤ "Tasks in Error" on page 51

Parameters

The rule parameter is: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sitescope Monitor Availability Rule

Calculates the status based on metrics for a SiteScope measurement CI for sampleType: **ss_monitor_t**, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

KPIs Using this Rule

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

➤ "HP System" on page 37

➤ "SAP" on page 45

➤ "SAP Alert" on page 46

➤ "System" on page 50

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Number of Problematic Samples**

➤ **Total Number of Samples**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

Sitescope Monitor Time-Based Rule

Calculates the status based on metrics for a SiteScope measurement CI for time samples sampleType: **ss_monitor_t**, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

KPIs Using this Rule

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

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➤ "Example Scenario - Creating New Rules" on page 80

SiteScope Vertical Measurement

Takes samples arriving from the Computer Center Management System (CCMS) monitor via SiteScope and displays them, as is, under SAP KPIs. It also takes samples from Siebel Application Server or Siebel Web Server monitors and displays them as is under Siebel KPIs.

KPIs Using this Rule

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

➤ "SAP" on page 45

➤ "Siebel" on page 49

Parameters

The rule parameter is: **No data timeout**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

SiteScope Vertical Rule

Takes samples arriving from the Computer Center Management System (CCMS) monitor via SiteScope and displays them as is under the SAP KPI. For details, see "SAP" on page 45. The status is taken from the SAP Quality field, the message from the SAP Message field, and the value from the SAP d_value field. It also takes samples from Siebel Application Server or Siebel Web Server monitors and displays them as is under Siebel KPIs.

KPIs Using this Rule

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

➤ "SAP" on page 45

➤ "Siebel" on page 49

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **Number of Problematic Samples**

➤ **Total Number of Samples**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sum of Values Rule

Calculates the total of the dollar loss (as calculated by Real Time Impact or Over Time Impact) of all of the child CIs of the KPI the rule is attached to.

KPIs Using this Rule

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

➤ "DT Failed Impact" on page 35

➤ "DT Late Impact" on page 35

➤ "DT Total Impact" on page 36

➤ "OT Impact" on page 41

➤ "RT Impact" on page 44

Understanding the Rule

This rule calculates the sum total for all child CIs in the KPI it is attached to. Based on: Sum of the values of the children in the group.

If you add the **Impact Over Time** and/or **Real Time Impact** rules to the child CIs of a KPI; at the group level you can use the **Sum of Values** rule to view the sum of the children's values.

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

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

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Sum of Volume Rule

Group rule that calculates the sum of the users accessing a page or encountering an error on a page.

KPIs Using this Rule

This rule is used by the following KPI(s): "Volume" on page 56

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Summary of Values Rule

Calculates the sum of the children's values.

KPIs Using this Rule

This rule is used by the following KPI(s): "Bandwidth" on page 33

Parameters

The rule does not have parameters.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Transaction Availability Rule

Calculates how many Business Process Monitor transactions were available (or ran successfully) during the time period specified by the duration parameter.

KPIs Using this Rule

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

➤ "Availability" on page 31

➤ "Locations" on page 39

➤ "Transactions" on page 53

➤ "User" on page 55

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

Transaction Performance Rule

Calculates the average response time of the Business Process Monitor transactions that ran during the time period specified by the duration parameter.

KPIs Using this Rule

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

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Transactions Grouped Parent Rule

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

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

KPIs Using this Rule

This rule is used by the following KPI(s): "Transactions" on page 53

Understanding the Rule

For example, if the CI has three child CIs, the Transactions Parent Group rule summarizes the bars for its children.

The rule aggregates the bars calculated by the Transactions Grouped rule for all of the children into one bar. The tooltip displays for each status how many children have that specific status:

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

Transactions Grouped Rule

For a Transactions group CI with child CIs, the rule selects the worst of **Performance** and **Availability** for each child CI, calculates the sum of children with each specific status and displays the information in a bar.

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

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KPIs Using this Rule

This rule is used by the following KPI(s): "Transactions" on page 53

Understanding the Rule

For example, a Transactions CI has three child CIs with the following statuses:

	Performance	Availability
child 1	Critical	OK
child 2	OK	Minor
child 3	OK	Major

The rule calculates the status of the Transactions CI by taking for each child the worst status of **Performance** and **Availability**. It then calculates the sum of children with each specific status and displays that information in a bar

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

➤ "Specifying the Rule Details" on page 84

➤ "Specifying the Rule Parameter Details" on page 86

➤ "Specifying the Rule Objective Parameters" on page 87

➤ "Configuring the Rules Global Parameters" on page 88

➤ "Example Scenario - Creating New Rules" on page 80

Worst Child Rule

Calculates the status based on the lowest **status** held by any of the child CIs. If, for example, at least one CI within a subgroup currently has red status, then the CIs for both the subgroup and group that contain that CI will also display red status.

KPIs Using this Rule

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

➤ "Application" on page 31

➤ "Availability" on page 31

➤ "Bandwidth" on page 33

➤ "Component Availability" on page 33

Parameters

The rule does not use parameters.

See Also...

WS Operation Availability Rule

Calculates the availability of a Web service operation defined as the percentage of available calls out of total calls.

KPIs Using this Rule

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

Understanding the WS Operation Availability Rule

The rule works as follows:

1 Sums the **calls_count** field into **sumOfTotalCalls**.

2 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is:

> calls_count - error_count

3 The result is calculated as

> (sumOfAvailableCalls * 100) / sumOfTotalCalls

calls_count and **error_count** are sample fields.

Parameters

The rule parameters are:

➤ **No data timeout**

➤ **duration**

For more details about the rule's parameters, see "Rule Parameters" on page 200.

See Also...

➤ "Creating a Rule Using Cloning" on page 82

➤ "Editing a Rule Using Override" on page 83

Rule Parameters

The rule parameters are as follows:

Parameter	Description
volumeKPI	The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.
duration	Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes.
No data timeout	The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to decay status (gray). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs. For details, see "No Data Timeout for Transaction CIs" in *Application Administration*.

Parameter	Description
Number of Problematic Samples	The number of samples that have the required status. A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status. For example, **Total Number of Samples**=5, **Number of Problematic Samples**=3; if three samples in the accumulated samples have a red status, the rule status changes to red.
Total Number of Samples	The total number of samples. See Number of Problematic Samples parameter for more details.
Formula	The formula to be used to calculate the value or the status of the KPI to which the Generic Formula rule is attached, for the time period specified in the **duration** parameter.
Time stamp field	The name of the time stamp field in the external source sample, if its name is not **time_stamp**.
Field name	The name of the sample field you want to compare to the objectives. The field must have a numeric value.
First Field Name	The name of the first field on which to apply the rule. The field must have a numeric value.
Second Field Name	The name of the second field on which to apply the rule. The field must have a numeric value.

Parameter	Description
Operator	The operator used to calculate the result of the first and second fields. It can be: +, -, *, or /.
Factor	The number used to multiply the result of the operation performed on the two fields, before comparing the result to the objectives.
InitStatus	Defines a different initial status for the CIs in a KPI until samples are received for the KPI. (The default KPI status for rules that do not include an InitStatus parameter is **Uninitialized**.
DollarImpactFactor	The financial loss factor per hour. The financial loss indicator in the KPI is incrementally increased by a percentage of the $ amount defined here, for each period that availability for the CI is at Error/Poor status.
StatusDimension	Defines the ID of the KPI for which the other rule parameters apply.
tracking period id	Internal. This parameter must not be modified.

7

Service Level Management Business Rules Repository

This chapter describes the Service Level Management Business Rules repository.

Overview of Service Level Management Business Rules

A KPI must always have an associated business rule that defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for the KPI. The properties and objectives assigned to the KPI depend on the selected rule.

Service Level Management provides rules for use with the KPIs. The rules are contained in the Business Rules repository.

During the creation of an SLA, you can accept the default business rules or you can define custom rules.

Group, Monitor, and Sibling Business Rules

Business rules consist of the following types:

➤ **Monitor business rule.** Measures the actual data sources (also called leaf rule).

➤ **Group business rule.** Performs calculations according to results of children.

➤ **Sibling business rule.** Takes sibling measurements into account before performing calculations. For example, the MTTR rule can perform its calculation only after it receives the result of one of the outages rules.

➤ **Outage business rule.** Used when calculating outages.

Note: Not all business rule parameters mentioned in the following sections may appear in your system. The Service Level Management administrator might have configured the settings to hide some parameters. For details, see the next section.

The Infrastructure Settings Manager

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

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

To display advanced business rule parameters in KPI pages:

1 Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**. Select the **Applications** context and choose **Service Level Management** from the list.

2 Locate the **Display advanced business logic parameters** option.

3 Click the **Edit** button and change the value to **true**.

4 Click **Save** to save the change and to return to the Infrastructure Settings Manager.

Notes

➤ During SLA creation, Service Level Management displays only applicable rules for each KPI, in the KPI Definition window. An empty Business rule field signifies that there are no applicable rules for the selected KPI, for the CI associated with the SLA. (That is, the same KPI, when used with another CI, may have applicable rules.)

Real User Monitor Business Rules

Service Level Management calculates Real User Monitor rules in five minute chunks. You can view the results of these calculations in Service Level Management reports.

Real User Monitor rules are divided into the following categories:

➤ **Pages.** Service Level Management calculates rules for Real User Monitor page on aggregated data. Pages are either delivered to a client machine or not delivered, resulting in either success or failure. Real User Monitor calculates this success or failure by monitoring HTTP errors and application errors. (For details on these reports, see "Page Summary Report" in *Using End User Management*.) Service Level Management also calculates outages based on the availability of Real User Monitor pages.

➤ **Sessions.** Service Level Management uses two rules to measure user experience: User Session Availability and User Session Performance. A session measures the time from when a user logs in until they close the Web browser. Results are calculated for hourly time periods. There are no outages on sessions.

➤ **Transactions.** Service Level Management runs the Real User Monitor rules in the same way as Business Process Monitor rules. Service Level Management also measures Real User Monitor transaction outages (based on availability). Real User Monitor transactions measure two kinds of outages: Real User Monitor transaction outages and outages based on availability.

The Volume Average Value rule measures availability and takes into account the number of samples that are attributed to each of a CI's children.

Outage Business Rules

Service Level Management displays outage business rules in the Add Outage window:

For details on adding an outage to an SLA, see "Defining an SLA: Outages" in *Application Administration*.

Service Level Management uses the following rules to calculate outages:

➤ "BPM Outage" on page 220

➤ "Outage Based on Availability" on page 242

SOA Rules

Service Level Management enables you to track how well Web services are performing in your system.

SOA business rules are available for KPIs that you attach to Web service CIs.

The following business rules measure Web services for Diagnostics and SiteScope CIs:

Six Sigma Rules

Service Level Management uses two KPIs to measure Six Sigma compliance:

➤ Availability Six Sigma. The sigma value against which Service Level Management measures the time that a business application or a service is up and running. For example, if you set a sigma of 4, you are expecting that for every million opportunities (CIs), not more than 6,210 will fail. For details, see "Availability Six Sigma" on page 61.

➤ Performance Six Sigma. The objective against which Service Level Management measures the time taken to execute a CI. For example, if you set a sigma of 3, you are expecting that for every million opportunities (CIs), less than 66,800 will not meet the target performance goal. For details, see "Performance Six Sigma" on page 66.

The following business rules measure Six Sigma compliance for Mercury Business Availability Center entities:

➤ "SOA Six Sigma on Availability" on page 275

➤ "SOA Six Sigma on Performance" on page 276

Business Rules Page

To display the Business Rules page, select **Admin** > **Service Level Management** > **Repositories** > **Business Rules**.

The Business Rules page includes two tables: the Factory Business Rules table and the Custom Business Rules table. The Factory Business Rules table displays Service Level Management rules and their class names.

You can clone a factory business rule to create a new rule and you can edit existing rules by overriding their properties. You can also create rules. For details on cloning a rule, see "Creating a Rule Using Cloning" on page 82. For details on overriding a rule, see "Editing a Rule Using Override" on page 83. For details on creating a rule, see "Creating a Rule" on page 83.

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

The Business Rules page includes the following components:

➤ **Check box.** Select to clone or override a rule.

➤ **ID.** The default ID number used to identify the rule in the adapter templates. For details on adapter templates, see "Working with Templates" in *Source Manager Administration*.

➤ **Class Name.** The class name of the business rule. The class name includes its type (group, leaf (monitor), outage, or sibling).

Note: User-defined classes may not follow the same naming conventions.

➤ **Display Name.** The name of the rule, as defined in the Rule Details page. For details, see "Specifying the Rule Details" on page 84.

➤ **Description.** The description of the business rule.

➤ **Help.** Click to display help on the rule.

Best Child (Max.)

The Best Child (max.) rule returns the highest value held by any of the child CIs. For example, when calculating the best child result for the Availability KPI, the child with the highest availability is best (where 100% is the best availability and 0% is the worst).

This is a group rule.

Example

During SLA creation, you set objectives for an Availability KPI:

The Availability KPI has three children, CI1, CI2, and CI3, with the following values: 95%, 97.6%, 96.3%. At report generation time, the rule returns the highest value (97.6%), and gives the SLA a Met status (the status color is olive).

KPIs

This rule is used by the following KPIs:

Best Child (Min.)

The Best Child (min.) rule returns the lowest value held by any of the child CIs. For example, when calculating the best child result for the Response Time KPI, the child with the shortest response time is best.

This is a group rule.

Example

During SLA creation, you set objectives for a Response Time KPI:

The Response Time KPI has three children, CI1, CI2, and CI3, with the following values: 10 seconds, 12 seconds, 8.5 seconds. At report generation time, the rule returns the lowest value (8.5 seconds), and gives the SLA a Minor Breached status (the color is yellow).

KPIs

This rule is used by the following KPIs:

➤ "MTTR (Mean Time to Recover)" on page 63

➤ "Number of Outages" on page 63

➤ "Outage Duration" on page 64

➤ "Response Time" on page 67

➤ "System Performance" on page 69

BPM Average Availability

The BPM Average Availability rule calculates the average availability of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

The Availability KPI for a Business Process Monitor monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only)**.** The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Average Response Time

The BPM Average Response Time rule calculates the average response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds: (2+4+6+8)/4 = 5 seconds.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Max. Response Time

The BPM Max. Response Time rule calculates the maximum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

Example

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Min. Response Time

The BPM Min. Response Time rule calculates the minimum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

Example

The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only)**.** The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Outage

The BPM Outage rule calculates an outage for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). An outage occurs if there are more than the minimum number of failures for more than the minimum duration.

This is an outage rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Percentile

The BPM Percentile rule calculates in which percentile the Business Process Monitor CI performance times fall, as defined by the Percentile condition parameter, for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

Example

During SLA creation, you set objectives for a Performance KPI with a Percentile condition of < 8 seconds:

The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 7.5, 7.6, 7.7 and 8.1 seconds. At report generation time, the rule calculates that 3 out of the 4 samples fulfill the percentile condition, returns a percentile of 75, and gives the SLA a Met status (the status color is olive).

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Six Sigma Availability

The BPM Six Sigma Availability rule calculates the Six Sigma availability value for Business Process Monitor CIs, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects).

This is a monitor rule.

Example

For a Six Sigma result of 4, you expect that for every million CIs (opportunities), not more than 6,210 will fail.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

Parameters

The rule parameters are:

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

BPM Six Sigma Performance

The BPM Six Sigma Performance rule calculates the Six Sigma performance value for Business Process Monitor CIs, by comparing the number of measurements (number of opportunities) with the number of failed measurements (DPMO), that is, the number of measurements that did not meet the condition per million measurements.

This is a monitor rule.

Example

For a Six Sigma result of 3, you are expecting that for every million CIs (opportunities), less than 66,800 will **not** meet the target performance objective.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

Parameters

The rule parameters are:

➤ **Six Sigma condition.** Defines whether to calculate the Six Sigma performance larger than or smaller than the objective value, and which operator should be used.

Default/Mandatory – <8/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

➤ **Ignore timed out trimming.** Exclude samples that are timed out.

Default/Mandatory – false/Yes

Children Success Ratio

The Children Success Ratio rule enables you to compare, in the same report, CIs that measure different types of activity, for example, with different targets or calculation results. For example, an SLA that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages).

Service Level Management calculates the status of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in the Children Success Ratio rule.

This is a group rule.

Example

During SLA creation, you set objectives for a System Performance KPI as follows:

KPI	
KPI:	System Performance
Business rule:	Children Success Ratio
Parameters:	
Success status: *	Met
Use weighting: *	○ true ● false

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Day	Week	Month
24x7	☑	☑	☑

■ Exceeded	>=	80	
■ Met	>=	75	
■ Minor Breached	>=	70	
■ Breached	>=	65	
■ Failed	Otherwise		

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 75%).

The System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Minor Breached (considered failed), and CI3 receives a status of Met (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the SLA a Breached status (the status color is orange).

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65
➤ "System Performance" on page 69

Parameters

The rule parameters are:

➤ **Success status.** The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

➤ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

Cluster Availability

The Cluster Availability rule calculates the availability of a cluster. A cluster is available when a defined, minimum number of child CIs reaches an availability threshold. This rule has a calculation cycle that is set by default to five minutes.

Note: You can use this rule only when child CIs use the time-based calculation method (that is, their calculation method cannot be sample-based).

This is a group rule.

Example

You want to build an SLA that will report downtime for tasks in a value chain service (needed to perform a Use Case). That is, Service Level Management should report downtime if the chain is broken. If an application is down, the chain is broken. However, if two applications are down simultaneously, downtime is not doubled. There are five applications in the chain.

You create an SLA and set objectives for an Availability KPI as follows (the **Minimum number of children** should equal the total number of tasks):

For each calculation cycle (five minutes), if one of the children fails (that is, its result is less than the value in the Availability threshold field), the group CI is considered unavailable during this cycle.

For details on defining downtime, see Chapter 11, "Downtime Events" in *Application Administration*.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

➤ "System Availability" on page 69

➤ "User Availability" on page 71

Parameters

The rule parameters are:

➤ **Minimum number of children.** The minimum number of child CIs that must be available for the cluster to be considered available.

Default/Mandatory – Exceeded/Yes

➤ **Availability threshold.** The availability threshold in percentages, above which a cluster is considered available.

Default/Mandatory – 90/Yes

Dummy Rule

(Also known as Simulated Data rule.) Used to calculate what-if scenarios.

Note: This rule is not by used by default. It can be applied when overriding existing Availability KPIs.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61
➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Is constant.** True: the data is persistent.

Default/Mandatory – 5/Yes

➤ **Constant value.** The value of the persistent data.

Default/Mandatory – 80/Yes

➤ **Random min. value.** (If **false** is selected in the Is constant field.) The minimum value of the non-persistent data.

Default/Mandatory – 60/Yes

➤ **Random max. value.** (If **false** is selected in the Is constant field.) The maximum value of the non-persistent data.

Default/Mandatory – 100/Yes

External Source Average Availability

The External Source Average Availability rule calculates the average availability for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT).

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

Two external source samples out of 10 are unavailable. Therefore, the average availability is 80%.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61
➤ "System Availability" on page 69

Parameters

The rule parameters are:

➤ **Availability field.** The name of the availability field in the external source sample.

Default/Mandatory – -/Yes

➤ **Available value.** The availability value as it appears in the external source sample. If the availability value matches this value, the sample is considered available. For any other value, the sample is considered unavailable. Examples of values: yes/no, true/false, 0/1.

Default/Mandatory – -/Yes

➤ **Time stamp field.** The name of the time stamp field in the external source sample.

Default/Mandatory – time_stamp/Yes

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

External Source Average Value

The External Source Average Value rule calculates the average performance for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT). For details on displaying external source data in Service Level Management reports, see "Monitoring Events on Other Systems" in *Application Administration*.

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

The average value of 4 external source samples with response times of 2, 4, 8, and 10 seconds is 6 seconds: (2+4+8+10)/4 = 6.

KPIs

This rule is used by the following KPIs:

➤ "System Performance" on page 69

Parameters

The rule parameters are:

➤ **Availability field.** The name of the availability field in the external source sample.

Default/Mandatory – -/Yes

➤ **Available value.** The availability value as it appears in the external source sample. If the availability value matches this value, the sample is considered available. For any other value, the sample is considered unavailable. Examples of values: yes/no, true/false, 0/1.

Default/Mandatory – -/Yes

➤ **Performance field.** The name of the performance field in the external source sample.

Default/Mandatory – -/Yes

➤ **Time stamp field.** The name of the time stamp field in the external source sample.

Default/Mandatory – time_stamp/Yes

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **No data timeout** (for advanced users only)**.** The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

Group Average Value

The Group Average Value calculates the average, weighted value of CIs, whether of a Business Process Monitor, SiteScope, Real User Monitor, or external source type. The calculation takes child CI weights into consideration.

This is a group rule.

Example

An SLA has 3 child CIs with values 2 (weight: 1), 3 (weight: 2), and 1 (weight: 1). Service Level Management calculates the average value as $((2*1)+(3*2)+(1*1))/4 = (2+6+1)/4 = 9/4 = 2.25$.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

➤ "Availability Six Sigma" on page 61

➤ "MTBF (Mean Time Between Failures)" on page 62

➤ "MTTR (Mean Time to Recover)" on page 63

➤ "Number of Outages" on page 63

➤ "Outage Duration" on page 64

Group Sum Value

The Group Sum Value calculates the sum of the weighted values of CIs, whether of a Business Process Monitor, SiteScope, Real User Monitor, or external source type. The calculation takes child CI weights into consideration.

This is the default group rule for SOA operations and SOA Web service entities.

KPIs

This rule is used by the following KPIs:

➤ "Throughput" on page 70

MTBF (Mean Time Between Failures)

Service Level Management calculates the mean time between failures, that is, the tracking period divided by the number of outages.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI. For details, see "Defining an SLA: Outages" in *Application Administration*.

Service Level Management calculates the MTBF on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

This is a sibling rule.

Example

During SLA creation, you set objectives for an MTBF KPI as follows:

The Outage Summary report shows the following outages that occurred during the 24x7 time interval:

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 PM	2/13/06 12:25 AM	00:35:00	-	Network	✎
SLA 02	2/13/06 12:35 AM	2/13/06 12:55 AM	00:20:00	-	Network	✎
SLA 02	2/13/06 3:50 AM	2/13/06 4:10 AM	00:20:00	-	Undefined	✎

At report generation time, Service Level Management calculates the MTBF as the tracking period divided by the number of outages, that is, $24/3 = 8$ hours = 28800 seconds. The CI receives a status of Exceeded (the status color is green).

KPIs

This rule is used by the following KPIs:

➤ "MTBF (Mean Time Between Failures)" on page 62

MTBF (Mean Time Between Failures) – Alternate

Service Level Management also uses an alternative method for calculating the mean time between failures: the total uptime divided by the number of outages. The total uptime is the tracking period minus the total outage duration.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI. For details, see "Defining an SLA: Outages" in *Application Administration*.

Service Level Management calculates the MTBF on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

This is a sibling rule.

Example

During SLA creation, you set objectives for an MTBF – Alternate KPI as follows:

The Outage Summary report shows the following outages that occurred during the Business Hours time interval:

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network	✏
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network	✏
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined	✏

At report generation time, Service Level Management makes the following calculation:

Total uptime = tracking period - total outage duration
= 9 - (30 + 180 + 30 minutes) = 9 - 4 = 5 hours.

MTBF – Alternate = total uptime / number of outages
= 5/3 = 1.666 hours = 6000 seconds.

The CI receives a status of Minor Breached (the status color is yellow).

KPIs

This rule is used by the following KPIs:

➤ "MTBF (Mean Time Between Failures)" on page 62

MTTR (Mean Time to Recover)

Service Level Management calculates the mean time to recover, that is, the average outage duration during a specified time interval. The MTTR is the total outage duration divided by the number of outages.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI. For details, see "Defining an SLA: Outages" in *Application Administration*.

Service Level Management calculates the MTTR on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

Note: The outages used in the calculation are only those outages that end during the tracking period.

This is a sibling rule.

Example

During SLA creation, you set objectives for an MTTR KPI as follows:

The Outage Summary report shows the following outages that occurred during the Business Hours time interval:

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network	✎
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network	✎
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined	✎

Outage duration is 30, 180, and 30 minutes.

The number of outages is 3.

MTTR = (30+180+30)/3 = 240/3 = 80 minutes = 4800 seconds.

The CI receives a status of Breached (the status color is orange).

KPIs

This rule is used by the following KPIs:

➤ "MTTR (Mean Time to Recover)" on page 63

Number of Outages

Service Level Management calculates how many outages occurred during the tracking period for a specific time interval.

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI. For details, see "Defining an SLA: Outages" in *Application Administration*.

Service Level Management calculates the number of outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific time interval. For example, if the time interval is Business Hours (that is, 9:00 AM to 5:00 PM), outages that occur at 3:00 AM are not considered.

Note: Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation.

This is a sibling rule.

KPIs

This rule is used by the following KPIs:

➤ "Number of Outages" on page 63

Outage Based on Availability

Service Level Management uses this rule when calculating outages. If a CI's availability is less than the availability objective for more than the minimum duration, Service Level Management records the downtime as an outage.

This is an outages rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Availability threshold.** The availability threshold in percentages, above which a cluster is considered available.

Default/Mandatory – 90/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

Outages Based on System Availability

Service Level Management creates an outage if a CI's system availability is less than the objective for more than the minimum duration.

This is an outages rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Availability threshold.** The availability threshold in percentages, above which a cluster is considered available.

Default/Mandatory – 90/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

Outage Duration

Service Level Management calculates the length of the outages that occurred during the tracking period (day, week, month, year, and so on).

This rule needs the results of an Outages rule (for the relevant time interval) to perform its own calculations. You must previously assign the Outages KPI to the appropriate CI. For details, see "Defining an SLA: Outages" in *Application Administration*.

Note: Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation.

This is a sibling rule.

Example

During a selected time interval, Service Level Management records one outage of 1:30 hours and one outage of 0:30 hours. Therefore the outage duration = 1:30 + 0:30 = 2 hours.

KPIs

This rule is used by the following KPIs:

➤ "Outage Duration" on page 64

PNR (Point of No Return)

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

The Point Of No Return (PNR) rule displays what percentage of the unavailability time has passed, and how much more time may elapse for a CI before the SLA is in breach of contract.

This is a sibling rule.

KPIs

This rule is used by the following KPIs:

➤ "PNR (Point of No Return)" on page 67

Response Time Success Ratio

This rule enables you to compare, in the same report, CIs that measure different types of activity. Service Level Management calculates the status of each CI (as a percentage) and compares this status to a value defined during KPI creation.

The Response Time Success Ratio rule calculates the status of each child CI, and provides a value for the success of the status.

This is a group rule.

Example

During SLA creation, you set objectives for a Performance KPI as follows:

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 95%).

The Performance KPI has three children: CI1, CI2, and CI3. At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Breached (considered to have failed), and CI3 receives a status of Met (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the CI a Failed status (the status color is red).

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Success status.** The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

➤ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

RUM Page Availability

Calculates the availability of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT), by comparison with SLA objectives.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

RUM Page Average Response Time

Calculates the average response time of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

RUM Page Percentile

Calculates in which percentile the CI performance times fall, as defined by the Percentile condition parameter, for Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). Service Level Management takes the percentile value from Real User Monitor. For details on the page summary report, see "Page Summary Report" in *Using End User Management*.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

RUM Page Six Sigma Availability

Calculates the Six Sigma availability of CIs for a Real User Monitor page and compares the Six Sigma values to the SLA objectives.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

RUM Page Six Sigma Performance

Calculates the Six Sigma performance value for Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). Service Level Management takes the percentile calculation from Real User Monitor. For details on the performance report, see "Performance Tab" in *Using End User Management*.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server.

Default/Mandatory – Total time/Yes

RUM Session User Availability

Calculates the availability of Real User Monitor sessions. Service Level Management takes the success condition (that is, the session is available or is not available) from Real User Monitor.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "User Availability" on page 71

RUM Session User Performance

Calculates in which percentile the user session performed successfully as defined in Real User Monitor. Service Level Management takes the success condition calculation from Real User Monitor.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "User Performance" on page 71

RUM Transaction Availability

Calculates the availability percentages of CIs for a Real User Monitor transaction, by comparison with SLA objectives.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

RUM Transaction Average Response Time

Calculates the average response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

RUM Transaction Max. Response Time

Calculates the maximum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

RUM Transaction Min. Response Time

Calculates the minimum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

RUM Transaction Outage

Calculates an outage for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is an outages rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

RUM Transaction Percentile

Calculates in which percentile the Real User Monitor CI performance times fall, as defined by the Percentile condition parameter, for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

➤ **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

RUM Transaction Six Sigma Availability

Calculates the Six Sigma availability of CIs for a Real User Monitor transaction and compares the Six Sigma values to the SLA objectives.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

RUM Transaction Six Sigma Performance

Calculates the Six Sigma performance value for Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

Parameters

The rule parameters are:

➤ **Calculation field.** Total time: total page download time; server time: total time page remains on the server; net time: total download and server time.

Default/Mandatory – Net time/Yes

➤ **Six Sigma condition.** Defines whether to calculate the Six Sigma performance larger than or smaller than the objective value, and which operator should be used.

Default/Mandatory – <8/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

Service Level Management Status

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

This rule calculates the status of an SLA for the Status Snapshot report.

This is a sibling rule.

SiteScope Average Availability

Service Level Management calculates the average availability of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

The System Availability KPI for a SiteScope monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).

KPIs

This rule is used by the following KPIs:

➤ "System Availability" on page 69

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

SiteScope Average Value

Service Level Management calculates the average value of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

Example

Note: This example uses a sample-based calculation method. By default, the calculation method is time-based.

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds: (2+4+6+8)/4 = 5 seconds.

KPIs

This rule is used by the following KPIs:

➤ "System Performance" on page 69

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

SiteScope Max. Value

Service Level Management calculates the maximum value of SiteScope CIs that belong to the SiteScope Measurement CIT.

This is a monitor rule.

Example

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.

KPIs

This rule is used by the following KPIs:

➤ "System Performance" on page 69

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

SiteScope Min. Value

Service Level Management calculates the minimum value of SiteScope CIs that belong to the SiteScope Measurement CIT.

This is a monitor rule.

Example

The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.

KPIs

This rule is used by the following KPIs:

➤ "System Performance" on page 69

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

SiteScope Monitor Outage

Service Level Management determines that an outage has occurred if there are more than the minimum number of failures for more than the minimum duration, for SiteScope CIs that belong to the SiteScope Monitor CIT.

SiteScope monitors send status change event data to Service Level Management that includes severity values. For details on the EMS configuration files that define the Integration Monitors, see "Configuring the Event Template (event.config)" in *Configuring SiteScope Monitors*.

Example

Service Level Management checks the severity level to determine if an outage has occurred, by comparing the value to that set during outage creation:

Severity failure value defines which severity value is considered a failure (that is, the sample is unavailable). For example, if the value is 4, samples with a severity value of 1, 2, or 3 are considered available, and samples with a severity value of 4 or 5 are considered unavailable.

This is an outages rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Severity failure value.** The severity value, for status changes, at which an SLA is considered unavailable.

Default/Mandatory – 5/Yes

➤ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

SiteScope Monitor Availability

Service Level Management uses this rule to calculate SiteScope monitor availability.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "System Availability" on page 69

SiteScope Monitor Six Sigma

Service Level Management calculates the Six Sigma availability value for SiteScope monitors, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

SiteScope Outage

Calculates an outage for SiteScope CIs that belong to the SiteScope Measurement CIT, if there is more than the minimum number of failures for more than the minimum duration.

This is an outages rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

➤ **Maximum duration.** (For advanced users only.) The maximum duration in hours that can be considered an outage.

Default/Mandatory – -/No

SiteScope Percentile

Service Level Management calculates in which percentile the SiteScope CI performance times fall, as defined by the Percentile condition operator and threshold, for SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

This is a monitor rule.

Example

During SLA creation, you set objectives for a Performance KPI with a Percentile condition of < 8 seconds:

The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 8.2, 8.3, 8.1 and 8.1 seconds. At report generation time, the rule calculates that 4 out of the 4 samples fulfill the percentile condition (that is, the result falls in the 100th percentile), and gives the SLA an Exceeded status (the status color is green).

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **Percentile condition.** Defines a successful result by setting the value that should be compared to the objective and which operator should be used.

Default/Mandatory – <8/No

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

SiteScope Six Sigma Availability

Service Level Management calculates the Six Sigma availability value of SiteScope CIs by comparing the number of opportunities (number of samples) with the number of defects (unavailable samples).

This is a monitor rule.

Example

If you set a sigma of 4, you are expecting that for every million opportunities (CIs), not more than 6,210 will fail.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

Parameters

The rule parameters are:

➤ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

SiteScope Six Sigma Performance

Service Level Management calculates the Six Sigma performance value of SiteScope CIs by comparing the number of opportunities (number of samples) with the number of defects (unavailable samples).

This is a monitor rule.

Example

If you set a sigma of 3, you are expecting that for every million opportunities (CIs), less than 66,800 will **not** meet the target performance goal.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

Parameters

The rule parameters are:

➤ **Six Sigma condition.** Defines whether to calculate the Six Sigma performance larger than or smaller than the objective value, and which operator should be used.

Default/Mandatory – <8/Yes

Six Sigma Group

Service Level Management calculates the number of failures per child CI (total number of defects and opportunities) that occurred on average in all child CIs.

Note: For Service Level Management to calculate the number of failures, all child CIs must include a Six Sigma rule.

This is a group rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

➤ "Performance Six Sigma" on page 66

Parameters

The rule parameters are:

Use weighting. Include weighting values.

SOA Diagnostics Availability

Calculates the availability of Diagnostics CIs that belong to the Diagnostics Web Service configuration item type (CIT), by comparison with SLA objectives.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

SOA Diagnostics Average Response Time

Calculates the average response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

SOA Diagnostics Average Throughput

Calculates the average throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Throughput" on page 70

SOA Diagnostics Max. Response Time

Calculates the maximum response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

SOA Diagnostics Max. Throughput

Calculates the maximum throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Throughput" on page 70

SOA Diagnostics Min. Response Time

Calculates the minimum response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

SOA Diagnostics Min. Throughput

Calculates the minimum throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Throughput" on page 70

SOA Diagnostics on Performance

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

SOA Diagnostics Performance Percentile

Calculates in which percentile the CI performance times fall, as defined by the Percentile condition parameter, for Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). Service Level Management takes the percentile value from Diagnostics.

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

SOA Diagnostics Six Sigma on Availability

Calculates the Six Sigma availability value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

SOA SiteScope Availability

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

SOA SiteScope Average Total Time

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

SOA SiteScope Max. Total Time

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only)**.** The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

SOA SiteScope Min. Total Time

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Response Time" on page 67

Parameters

The rule parameters are:

➤ **Trimming condition.** Ignore outlier trimmed values.

Default/Mandatory – -/No

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only)**.** The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

SOA SiteScope Performance

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Calculation method.** Sample-based: rule calculates per sample; time-based: rule calculates by sample duration.

Default/Mandatory – Time Based/Yes

➤ **No data timeout** (for advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA.

Relevant only when **Time Based** is chosen for the Calculation method parameter.

Default/Mandatory – 3600/Yes

SOA Six Sigma on Availability

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability Six Sigma" on page 61

SOA Six Sigma on Performance

Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT).

This is a monitor rule.

KPIs

This rule is used by the following KPIs:

➤ "Performance Six Sigma" on page 66

System Performance Success Ratio

Service Level Management calculates the system performance of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in this rule.

The System Performance Success Ration rule enables you to compare, in the same report, CIs that measure different types of activity. For example, an SLA that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages).

This is a group rule.

Example

During SLA creation, you set objectives for a Performance KPI as follows:

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 90%).

The System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Met (considered successful), and CI3 receives a status of Met (considered successful). Three child CIs out of 3 are successful.

The KPI result, therefore, is 100%. This gives the SLA an Exceeded status (the status color is green).

KPIs

This rule is used by the following KPIs:

➤ "Performance" on page 65

Parameters

The rule parameters are:

➤ **Success status.** The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful.

Default/Mandatory – Exceeded/Yes

➤ **Use weighting.** True: include weighting values.

Default/Mandatory – false/Yes

Value Chain Rule

The Value Chain rule takes the value for the weakest child in each calculation cycle, and then calculates the average of these values over the report period. The calculation cycle is set by default to five minutes.

This rule is useful when the failure of any of the child elements in a value chain implies the failure of the parent element. By taking the worst KPI result from the child values in each calculation cycle, the final average produced by this rule takes into account any failure that occurred during the report period (as opposed to a value that represents the failures of a single child, as is the case when using the Worst Child rule).

Where the parent element can continue to function even when one or more elements are unavailable, you can allow for this by defining the number of children to be ignored in each calculation cycle. The rule then ignores the worst KPI results in each calculation cycle up to the number defined, and takes the next-worst result as the calculation cycle value.

Note: This rule can by used only when all child (leaf) CIs use the time-based calculation method for the KPI (this is the default calculation method for leaf rules).

This is a group rule.

Example

You have a value chain service where a database is running on four servers. The database continues to run at full availability even when one of the three servers is down; however, at least three of the servers must be up for the database to be available.

In the SLA, you want the CI representing the database to use the Value Chain rule for the Availability KPI. (The Availability KPI rule used by the child CIs for the database, representing the servers, is irrelevant.) To achieve this, you do the following:

➤ You make sure that the leaf CIs in the hierarchy for the value chain service are all using the time-based calculation method for the Availability KPI.

➤ You edit the Availability KPI definition for the database CI, so that **Value Chain** is selected as the business rule, and the **Number of ignored children** is set as **1**.

For each calculation cycle, the worst availability value from the four child CIs is ignored, and the worst result from the remaining three CIs is taken as the value for the calculation cycle. This means that if one server fails in a calculation cycle, it does not affect the overall availability value for the database.

If more than one server fails during a calculation cycle, this does affect the overall availability. For example, in the sixth calculation cycle for the period, one child CI has a value of 80% availability, and a second has a value of 85% availability. The other two CIs have 100% availability. The value used for that calculation cycle is 85%.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

➤ "Performance" on page 65

➤ "System Availability" on page 69

Parameters

The rule parameters are:

➤ **Number of ignored children.** The number of child CIs with the worst KPI results that are ignored in each calculation cycle.

Default/Mandatory – 0/Yes

Volume Average Value

This rule measures the number of hits on a Real User Monitor page and calculates a page's availability. Volume Average Value takes into account the number of samples that are attributed to each of a CI's children. The more samples attributed to a child, the more the child influences the results. By comparison, RUM Page Availability calculates average availability for a CI, without taking into account the number of samples per child.

Note: Although this rule can be used for any sample type, it is usually assigned to Real User Monitor. This is because the number of samples attributed to each child in Business Process Monitor and SiteScope is equal (unless configured otherwise).

This is a group rule.

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61
➤ "Performance" on page 65
➤ "Response Time" on page 67
➤ "System Availability" on page 69
➤ "System Performance" on page 69

➤ "User Availability" on page 71

➤ "User Performance" on page 71

Worst Child (Max.)

Service Level Management returns the highest value held by any of the child CIs. For example, when calculating the worst child result for the Response Time KPI, the child with the longest response time is worst.

This is a group rule.

Example

During SLA creation, you set objectives for a Response Time KPI:

Objectives

To add an objective, click a cell, enter the objective values, then click the cell again (or click another cell). To add an objective to all periods of a time interval, click a time interval, enter the objective, then click the time interval again (or click a cell).

Time Interval	Hour	Day	Week	Month	Quarter	Year	SLA period
24×7	☐	☐	☐	☐	☐	☐	☐
Business Hours	☐	☐	☐	☐	☐	☐	☐

🟩 Exceeded	<	7	seconds
🟨 Met	<	8	seconds
🟨 Minor Breached	<	9	seconds
🟧 Breached	<	10	seconds
🟥 Failed	Otherwise		

The Response Time KPI has 3 children, CI1, CI2, and CI3, with the following values: 8.5 seconds, 10 seconds, and 12 seconds. At report generation time, the rule returns the highest value (12 seconds), and gives the SLA a Failed status (the color is red).

KPIs

This rule is used by the following KPIs:

➤ "MTTR (Mean Time to Recover)" on page 63

➤ "Number of Outages" on page 63

➤ "Outage Duration" on page 64

➤ "Response Time" on page 67

➤ "System Performance" on page 69

Worst Child (Min.)

Service Level Management returns the lowest value held by any of the child CIs. For example, when calculating the worst child result for the System Availability KPI, the child with the lowest percentage availability is the worst.

This is a group rule.

Example

During SLA creation, you set objectives for a System Availability KPI:

The System Availability KPI has 3 children, CI1, CI2, and CI3, with the following values: 99%, 98.6%, 92%. At report generation time, the rule returns the lowest value (92%), and gives the SLA a Minor Breached status (the color is yellow).

KPIs

This rule is used by the following KPIs:

➤ "Availability" on page 61

➤ "Availability Six Sigma" on page 61

➤ "MTBF (Mean Time Between Failures)" on page 62

➤ "Performance" on page 65

➤ "Performance Six Sigma" on page 66

➤ "System Availability" on page 69

Web Service SiteScope Outage

Calculates an outage for SiteScope Web service monitor CIs that belong to the Web Service Monitor configuration item type (CIT).

This is an outage rule.

KPIs

This rule is used by the following KPIs:

➤ "Outages" on page 64

Parameters

The rule parameters are:

➤ **Minimum number of failures.** The minimum number of failures that must occur to be considered an outage.

Default/Mandatory – 2/Yes

➤ **Minimum duration.** The minimum duration in seconds that can be considered an outage.

Default/Mandatory – 0/Yes

➤ **Default category.** Classifies a probable outage cause for use in Outage Summary reports.

Default/Mandatory – Undefined/No

Part IV

Dashboard Display Components

8

Context Menus Repository

The Context Menus Repository includes the context menus available in Dashboard and enables you to create new context menus and to edit existing context menus.

This chapter describes:	On page:
Working with the Context Menus Repository	287
Creating a Context Menu Using Cloning	289
Creating a Customized Context Menu	289
Editing a Context Menu Using Override	290
Specifying the Context Menu Details	291
Specifying the Menu Entity Details	291
Context Menus Detailed Description	292

Working with the Context Menus Repository

The Context Menu Repositories page displays the list of factory (pre-defined) context menus available throughout Dashboard to determine appearance and functionality for the CIs in the presentation layer.

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

A context menu defines the menu options that are available in the menu for a KPI or a CI in the Dashboard application. The adapter template assigns every configuration item type (CIT), a default context menu.

The actions required by each menu option are defined in Chapter 9, "Context Menu Items Repository."

For example, in the Console tab of the Dashboard application, the menu: **Go to Report** > **Trend** is displayed:
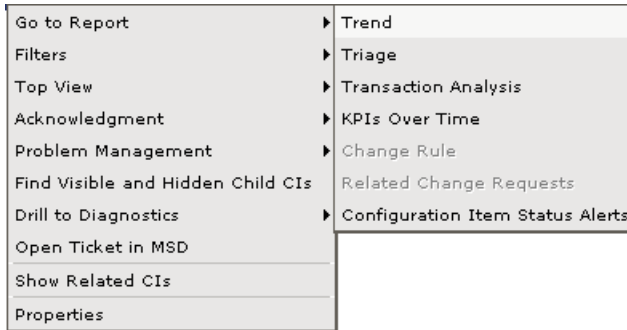
For details about the menu options, see "Dashboard Menu Options" in *Using Dashboard*.

You can create a new customized context menu by:

➤ **cloning.** This consists in (copying) a factory (pre-defined) or a customized context menu to use as a template. For details, see "Creating a Context Menu Using Cloning" below

➤ **creating a new context menu.** For details, see "Creating a Customized Context Menu" below

You can then customize the new context menu or the overridden context menu to your organization specifications. For details, see "Specifying the Context Menu Details" on page 291.

Creating a Context Menu Using Cloning

You can create a customized context menu by cloning an existing context menu and modifying it. The existing context menu can be a factory or a customized context menu. The original context menu is still available. A new ID number is assigned to the cloned context menu.

To create a context menu using cloning:

1 Select **Admin > Dashboard**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Context Menus** tab menu option to open the context menus page.

4 In the **Factory Context Menus** area or in the **Custom Context Menus** area, select the context menu you want to clone.

5 Click the **Clone** button. The cloned context menu item appears in the **Custom Context Menus** area.

6 Click the **Edit Context Menu** button to open the **Context Menu Details** window. For more details, see "Specifying the Context Menu Details" on page 291.

Creating a Customized Context Menu

You can create a new context menu.

To create a customized context menu:

1 Select **Admin > Dashboard**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Click the **Context Menus** tab menu option to open the context menus page.

4 Click the **New Item** button in the **Custom Context Menus** area to open the **Context Menu Details** window. For more details, see "Specifying the Context Menu Details" on page 291.

Editing a Context Menu Using Override

When you override an existing context menu, a copy appears in the **Custom Context Menus** area and the existing context menu is marked with (Overridden) in the **Factory Context Menus** area. Overriding replaces the existing context menu with the context menu that you have modified. The ID number of the overriding context menu is the same as the ID number of the overridden context menu.

To override a context menu:

 1 Select **Admin** > **Dashboard**.

 2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

 3 Click the **Context Menus** tab menu option to open the context menus page.

 4 In the **Factory Context Menus** area or in the **Custom Context Menus** area, select the context menu you want to override.

 5 Click the **Override** button.

 (Overridden) appears under the overridden context menu in the **Factory Context Menus** area as follows:

 The overriding context menu appears in the **Custom Context Menus** area.

 6 Click the **Edit Context Menu** button to open the **Context Menu Details** window. For more details, see "Specifying the Context Menu Details" on page 291.

Specifying the Context Menu Details

In the context menu Items Details page, you can either modify the information or enter new information for the context menu. You can also modify existing information or add new information about the context menu entity.

You can either modify the information or enter new information for the context menu.

To specify the context menu details:

1 Access the **Context Menu Details** page.

2 In the **Display Name** box, enter or modify the name of the context menu.

3 In the **Menu Entities** area, choose one of the following options:

   a Click the **New** button to enter new menu entity details. For more details, go to "Specifying the Menu Entity Details" on page 291

   b Click the **Delete** button to delete an existing menu entity details

   c Click the **Edit** button to modify existing menu entity details. For more details, go to "Specifying the Menu Entity Details" on page 291

4 Click **OK** to save the information and return to the previous page.

Specifying the Menu Entity Details

In the **Menu Entity Details** page, you can either modify existing information or enter new information about the menu entity.

To specify the menu entities details:

1 Access the **Menu Entity Details** page.

2 In the **Context Menu Item** box, enter or modify the name of the context menu item (the main menu element that is displayed).

3 In the **Sub-context Menu Items** list, select or de-select the sub-menu items.

4 In the **Applicable Sections** list, select or de-select the applications where the menus will appear. If you specify nothing the menu appears in all tabs.

5 Click **OK** to save the information and return to the previous page.

Context Menus Detailed Description

This section lists the available context menus, describes them, and lists their default options.

Several context menus with the same name might be listed in the Context Menu Repository and might have different parameters.

This section includes the following topics:

BMC Measurement Menu

Context menu for measurement CIs originating from a BMC Patrol system.

Menu Entities

The menu entities are:

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

BPM Group Menu with Layers View

Context menu for group CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

➤ "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Business Process Monitor Group Menu

Context menu for group CIs where the data originates from a Business Process Monitor source.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

➤ "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Business Unit Menu

Internal.

Menu Entities

The menu entity is: "SLAs Summary Report" on page 431

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

CI Neighbors

Context menu in the CMDB.

Menu Entities

The menu entity is: "Show Related CIs" on page 422

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

CI Properties

Context menu in the CMDB.

```
New Related CI
Attach Related CIs
Attach Monitor CIs
Delete CI
Show Related CIs
Properties
```
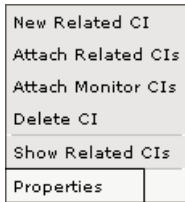
Menu Entities

The menu entity is: "Properties" on page 402

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

CIM Measurement Menu

Context menu for measurement CIs originating from a Compaq Insight Manager (CIM) system.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Config File Menu

Displays the Show Content option in the right-click menu. For details, see "Show Content" in *Using Dashboard*.

Menu Entities

The menu entity is: "Show Content" on page 415

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Dashboard Administration Menu

Displays the right-click menu in Dashboard Admin.

```
Add KPI
KPI Data Over Time  ▶
Show Related CIs
Properties
```

Menu Entities

The menu entities are:

➤ "Add KPI" on page 354

➤ "KPI Data Over Time" on page 388

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Deep Transactions Tracing Context Menu

Context menu that is used in Dashboard Monitor Views to drill from a specific transaction to the Diagnostics transaction screen.

This context menu is available only if TransactionVision has been installed. For details, see "Administering Deep Transaction Tracing" in *Application Administration*.

Menu Entities

The menu entity is: "Deep Transaction Tracing Reports" on page 367

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Default Menu

Displays the right-click menu in Dashboard Console tab.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

Delete CI

Context menu in the CMDB.

Menu Entities

The menu entity is:

See Also...

Diagnostics BPM Menu

Context menu that is used in Dashboard Monitor Views to drill from a specific transaction to the Diagnostics transaction screen.

Menu Entities

The menu entities are:

See Also...

Diagnostics Monitor Menu

Context menu that is used in Dashboard.

Menu Entities

The menu entity is:

See Also...

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Diagnostics Probe Group Menu

Context menu that is used in Dashboard Diagnostics Views to drill down from a specific probe group CI to the Diagnostics Console screen.

Menu Entities

The menu entity is: "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Diagnostics Probe Menu

Context menu that is used in Dashboard Monitors Views to drill down from a specific probe CI to the Diagnostics transaction screen.

Menu Entities

The menu entity is: "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

EMS Measurement Menu

Context menu for measurement CIs originating from an Enterprise Management Systems (EMS) source.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Group Menu

The default context menu for most of the business configuration item types (CITs).

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

See Also...

ITU Nodes

Context menu for CIs in IT Universe Manager View Explorer. For details, see "Using View Explorer" in *Working with the CMDB*. The options that appear in the right-click menu depend on the context.
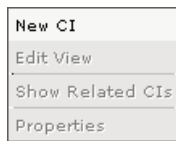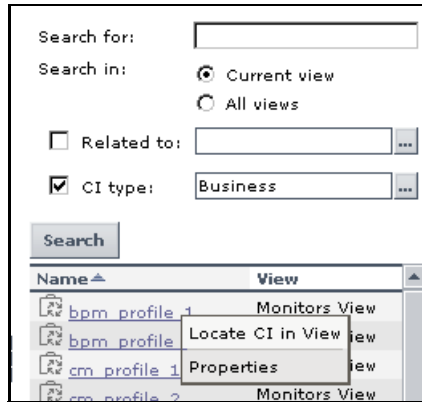

Menu Entities

The menu entities are:

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

ITU Root

Context menu group CI in IT Universe Manager View Explorer. For details, see "Using View Explorer" in *Working with the CMDB*. The options that appear in the right-click menu depend on the context.

```
New CI
Edit View
Show Related CIs
Properties
```

Menu Entities

The menu entities are:

➤ "New CI" on page 391

➤ "Edit View" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Locate CI

Context menu after a search operation in IT Universe.

Menu Entities

The menu entity is: "Locate CI in View" on page 390

See Also…

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Locate CI in SLA

Internal.

Menu Entities

The menu entity is: "Locate CI in SLA" on page 390

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Application Error Monitor Menu

Context menu for RUM Error Event CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Application Menu

Context menu for Application CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM End User Group Container Menu

Context menu for RUM End User Group Container CIs in the Real User End Users view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM End User Group Menu

Context menu for RUM End User Groups CIs in the Real User End Users view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

RUM End User's Menu

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

Menu Entities

The menu entities are:

See Also...

RUM Errors Menu

Context menu for RUM Errors Event CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Group Menu

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

➤ "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM HTTP Error Monitor Menu

Context menu for RUM HTTP Error Monitor CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Problem Management" on page 400

➤ "Find Visible and Hidden Child CIs" on page 384

See Also…

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Informational Event Monitor Menu

Context menu for RUM Informational Event Monitor CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also…

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Informational Events Menu

Context menu for RUM Informational Events CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Page Monitor Menu

Context menu for RUM Page Monitor CIs in the Real User Application view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

➤ "Drill to Diagnostics" on page 371

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Servers Menu

Context menu for RUM Servers CIs in the Real User Servers view.

Menu Entities

The menu entity is: "Go To Report" on page 387

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Server Menu

Context menu for RUM Server Monitor CIs in the Real User Servers view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Session Monitor Menu

Context menu for RUM Session Monitor CIs in the Real User Applications view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

RUM Transaction Monitor Menu

Context menu for RUM Transaction Monitor CIs in the Real User Applications view.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

SAP Alert Acknowledgment

Context menu for a SAP Alert CI.

Menu Entities

The menu entities are:

See Also...

SAP Menu

Context menu for a SAP-related CI.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Application Mapping" on page 355

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

SAP System Menu

Context menu for a SAP System CI.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Application Mapping" on page 355

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

SAP Transaction Menu

Context menu for a Transaction CI.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Application Mapping" on page 355

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

SAP Transport Menu

Context menu for a Transport CI.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Application Mapping" on page 355

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Service Menu

Internal.

Menu Entities

The menu entity is: "CI Impact Report" on page 359

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Siebel Database Breakdown Diagnostics Menu

Context menu for Siebel-specific CIs.

Menu Entities

The menu entities are:

➤ "Go To Siebel Diagnostics" on page 387

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Siebel Diagnostics Menu

Context menu for Siebel-specific CIs.

Menu Entities

The menu entities are:

➤ "Go To Siebel Diagnostics" on page 387

Siebel Menu

Context menu for Siebel-specific CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

Siebel SARM and DBBD Diagnostics Menu

Context menu for Siebel-specific CIs.

Menu Entities

The menu entities are:

See Also...

SiteScope Web Service Monitor Menu

Context menu for SiteScope Web Service Monitor CIs.

Menu Entities

The menu entities are:

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

SiteScope Group Menu

Context menu for SiteScope group CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394
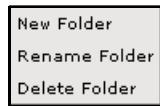
➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Sitescope Measurement Menu

Context menu for measurements CIs originating from SiteScope.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Sitescope Monitor Menu

Context menu for SiteScope monitor CIs when there is no measurement level for the monitor.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Transaction Measurement Menu

Context menu for transaction measurement CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

VM Context Menu

Context menu in View Manager in the CMDB.

Menu Entities

The menu entities are:

See Also...

Web Service Menu

Context menu for Web Service CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

Web Service Operations Menu

Context menu for Web Service Operation CIs.

Menu Entities

The menu entities are:

➤ "Go To Report" on page 387

➤ "Filters" on page 383

➤ "Top View" on page 433

➤ "Acknowledgement" on page 353

➤ "Problem Management" on page 400

➤ "Open Ticket in MSD" on page 394

➤ "Find Visible and Hidden Child CIs" on page 384

See Also...

➤ "Creating a Context Menu Using Cloning" on page 289

➤ "Creating a Customized Context Menu" on page 289

➤ "Editing a Context Menu Using Override" on page 290

➤ "Specifying the Context Menu Details" on page 291

➤ "Specifying the Menu Entity Details" on page 291

9

Context Menu Items Repository

The Context Menu Items Repository includes the context menu items available in Dashboard and enables you to create new context menu items and to edit existing context menu items.

Working with the Context Menu Items Repository

The Context Menu Items Repositories page displays the list of factory (pre-defined) context menu items available throughout Dashboard to determine appearance and functionality for the CIs in the presentation layer.

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

The Context Menu Items Repository defines the options available in the context menus. Each context menu item either specifies an operation that is to take place, or acts as a parent for a sub-menu. For a list of the context menu items defined for Dashboard, see "Context Menu Items Detailed Description" on page 349.

You can create a new context menu item by:

➤ **cloning.** This consists in copying a factory (pre-defined) or a customized context menu item to use as a template. For details, see "Creating a Context Menu Item Using Cloning".

➤ **creating a new context menu item.** For details, see "Creating a Context Menu Item".

You can edit an existing context menu item by overriding (replacing) it. For details, see "Editing a Context Menu Item Using Override" on page 346

You can then modify the context menu item to customize it to your organization specifications. For details, see "Specifying the Context Menu Items Details" on page 347.

Example Scenario - Creating a New Context Menu Item

This scenario describes the creation of a new menu option for CIs in Dashboard, where the menu option generates a dynamic URL reference to an external application. For this scenario, the URL links to an external application that provides a runbook for monitored Business Process Monitor transactions.Within the runbook site, a new page is displayed for each transaction and each profile. The menu option should be able to take you to the specific transaction and the specific profile.

The new menu option (Access Runbook) is added to the context menus used for Business Process Monitor CIs.

The scenario is divided into two stages:

➤ "Stage 1: Create the Context Menu Item" on page 335

➤ "Stage 2: Add the Menu Item to a Context Menu" on page 340

To view the final outcome of this scenario, see Step 9 in "Stage 2: Add the Menu Item to a Context Menu" on page 340.

Stage 1: Create the Context Menu Item

The first stage involves creating the context menu item in the Dashboard Repositories. The new context menu item will access the runbook application HTTP page that contains the details for the selected transaction, and display the page content in a new browser window.

In order to create a context menu item, you can add a completely new menu item, or clone an existing one that is similar to what you need and edit its properties. In this scenario, a new menu item is created.

To create the new context menu item:

1 Select **Admin** > **Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

3 Select the **Context Menu Items** tab menu option to open the context menu items page.

4 In the **Custom Context Menu Items** area, click **New Item** (located bottom-right) to create a new menu item. The Context Menu Item Details window is displayed.

5 Enter the details in the top three boxes as follows:

- ◆ **Display Name.** Enter a name for the context menu item you are creating, for example, Access Runbook.

- ◆ **Pre-processor Class.** Select **Preprocessor: Dashboard Generic URL** from the list.

- ◆ **Post-processor Class**. Select **Postprocessor: Open Window** from the list.

When you select the **Pre-processor Class** and **Post-processor Class** options, the default parameters for each selection are automatically added in the **Pre-processor Parameters** and **Post-processor Parameters** areas.

Context Menu Item Details	
Display Name:	Access Runbook
Pre-processor Class:	Dashboard generic URL
Post-processor Class:	Open window

Pre-processor Parameters

URL	✎ ✕
filter.selectedVTIds	✎ ✕
filter.fromDashboard	✎ ✕
autoGenerate	✎ ✕
reportID	✎ ✕
	New...

Post-processor Parameters

SLAVE_WIN	✎ ✕
WIDTH	✎ ✕
HEIGHT	✎ ✕
SCROLL	✎ ✕
RESIZE	✎ ✕
WIN_NAME	✎ ✕
	New...

6 In the **Pre-processor Parameters** area, click the **Edit** button for the **URL** parameter to open the Pre-processor Parameter Details window.

   a In the **Value** box, enter the static part of the URL for the application Web page that the menu item will access, for example: http://bacmon.nwie.net/ioc

   b Leave the **Convert to** box empty.

   c Click **OK**.

7 Define an additional parameters in the **Pre-processor Parameters** area. This parameter defines the dynamic component of the URL, so that the accessed page shows content for the selected transaction.

To add a parameter in the **Pre-processor Parameters** area, click **New** (located bottom-right of the area).

8 In the displayed Pre-processor Parameter Details window, define the following information for the **MyDynamicParam** parameter:

a In the **Key** box, enter MyDynamicParam

b In the **Value** box, enter NODE.PROPS.data_name

c In the **Convert to** box, enter profile_name

d Click **OK**.

9 Delete the other parameters by clicking the delete button.

10 Check that the added parameters are listed in the **Pre-processor Parameters** area of the Context Menu Item Details window.
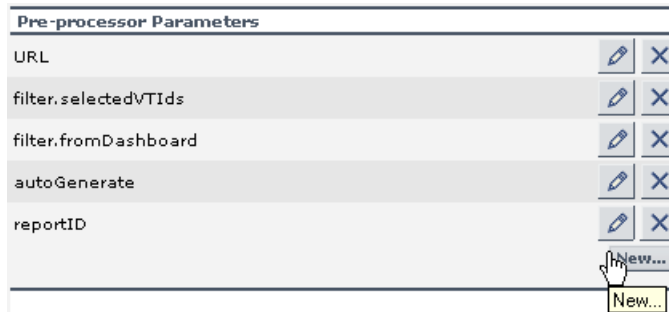

11 In the **Post-processor Parameters** area:

a Click the **Edit** button for **WIN_NAME** to open the Post-processor Parameter Details window.

b In the **Value** box, enter a name for the window opened by the menu item, for example, Runbooks.

   c Click **OK** to close the Post-processor Parameter Details dialog box.

12 Click **OK** to close the Context Menu Item Details window. The new context menu item is displayed in the **Custom Context Menu Items** area of the Repositories Context Menu Items page.

Stage 2: Add the Menu Item to a Context Menu

The second stage is to add the new menu item to the relevant context menus. For this scenario, the Access Runbook menu item created during Stage 1 is added to the **Go to Report** parent menu under the **Business Process Monitor Group Menu** (the default context menu for Business Process Monitor parent CIs), and the **Transaction Measurement Menu** (the default context menu for Business Process Monitor monitor CIs). For details on Stage 1, see "Stage 1: Create the Context Menu Item" on page 335.

In order to edit a context menu, you override the context menu definition with a new custom context menu definition. The new version will replace the overridden version throughout Dashboard.

To add the context menu item to a context menu:

1 Select **Admin** > **Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

3 Select the **Context Menus** tab menu option to open the context menus page.

Factory Context Menus	
	Display Name ▲
☐	BMC Measurement Menu
☐	BPM Group Menu with Layers View
☐	Business Process Monitor Group Menu
☐	Business Unit Menu
☐	CI Neighbors
☐	CI Properties
☐	CIM Measurement Menu

Clone   Override

Custom Context Menus	
	Display Name

4 In the **Factory Context Menus** area, select the check boxes for the required context menus, for example, **Business Process Monitor Group Menu**, and then click **Override**.

☐	BPM Group Menu with Layers View
☑	Business Process Monitor Group Menu
☐	Business Unit Menu

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The context menus are shown as **Overridden** (disabled) in the **Factory Context Menus** area, and the copied versions of the menus are displayed in the **Custom Context Menus** area.

5 To edit the new version of the **Business Process Monitor Group Menu**, click the **Edit** button at the right-end of the context menu row. The Context Menu Details window for the context menu is displayed.

6 The **Menu Entities** area in the Context Menu Details window lists the options that are displayed at the first level of the context menu when it is opened in Dashboard. Click the **Edit** button for the **Go to Report** option.
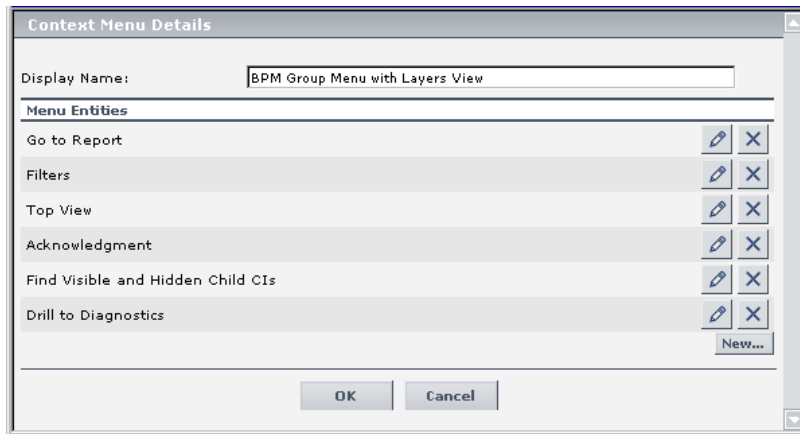
The Menu Entity Details window for the context menu item **Go to Report** is displayed.

7 In the Menu Entity Details window, add the new menu item created during Stage 1 to the **Sub-context Menu Items** list. This list defines all menu options that appear in the submenu under the **Go to Report** menu option. The defined menu options are shown selected (highlighted) in the list.

a To add **Access Runbook** to the list, select it while holding down the **Ctrl** key on the keyboard (if you do not use the **Ctrl** key when selecting an option, all other options are deselected).
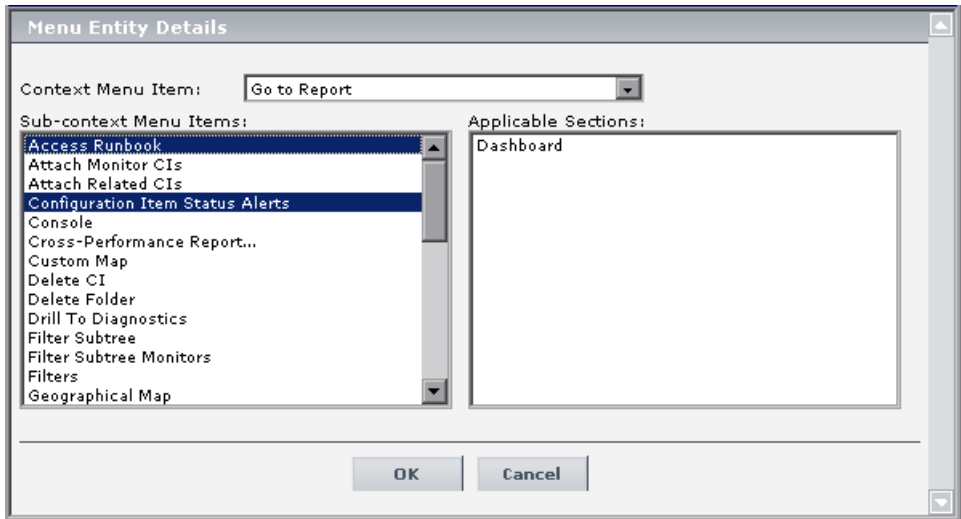
b Click **OK** to close the Menu Entity Details window.

8 Repeat steps 5 on page 342 through 7 on page 343 for the new version of the **Transaction Measurement Menu**.

9 Click **OK** to close the Context Menu Details window.

The result is that in Dashboard, the **Access Runbook** link appears in the menu options for Business Process Monitor CIs.
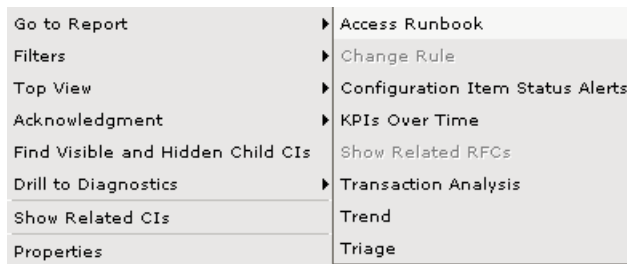
Creating a Context Menu Item Using Cloning

You can create a customized context menu item by cloning an existing context menu item and modifying it. The existing context menu item can be a factory or customized context menu item. The original one is still available

To create context menu item using cloning:

1 Select **Admin > Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

3 Click the **Context Menu Items** tab menu option to open the context menu items page.

4 In the **Factory Context Menu Items** area or in the **Custom Context Menu Items** area, select the context menu item you want to clone.

5 Click the **Clone** button. The cloned context menu item appears in the **Custom Context Menu Items** area.

6 Click the **Edit Context Menu Item** button to open the **Context Menu Item Details** window. For more details go to "Specifying the Context Menu Items Details" on page 347.

Creating a Context Menu Item

You can create a new context menu item.

To create a new customized context menu item:

1 Select **Admin > Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

3 Click the **Context Menu Items** tab menu option to open the context menu items page.

4 Click the **New Item** button in the **Custom Context Menu Items** area to open the **Context Menu Item Details** window. For more details go to "Specifying the Context Menu Items Details" on page 347.

Editing a Context Menu Item Using Override

You can override an existing factory context menu item with a new custom one. The existing context menu item that you override is marked as overridden in the Factory Context Menu Items area and a copy of the item appears in the Custom Context Menu Items area. You replace the existing context menu item with the context menu item that you have modified.

To edit a context menu item:

1 Select **Admin > Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

3 Click the **Context Menu Items** tab menu option to open the context menu items page.

4 Click **Context Menu Items** in the **Repositories** left–hand menu to open the **Context Menu Items** page.

5 Click the **Override** button.

(Overridden) appears under the overridden context menu item in the **Factory Context Menu Items** area as follows:
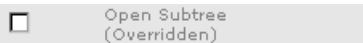
```
☐    Open Subtree
     (Overridden)
```

The overridden context menu item appears in the **Custom Context Menu Items** area.

6 Click the **Edit Context Menu Item** button to open the **Context Menu Item Details** window. For more details go to "Specifying the Context Menu Items Details" on page 347.

Specifying the Context Menu Items Details

In the Items Details window, you can either modify the information or enter new information. You can also modify existing information or enter new information about the pre- or post-processor parameters.

You can either modify the information or enter new information.

To specify the context menu item details:

1 Access the **Context Menu Item Details** window.

2 In the **Display Name** box, enter or modify displayed the name of the menu option.

3 Enter the name of the pre-processor class to be used to perform the corresponding action **before** accessing the database, when this menu option is selected from the item menu options, in the **Pre-Processor Class** box.

4 Enter the name of the post-processor class to be used to perform the corresponding action **after** accessing the database, when this menu option is selected from the item menu options, in the **Post-Processor Class** box.

5 The **Pre-Processor Parameters** area lists the list of parameters for the pre-processor class. Those parameters specify what the menu option does when you select it.

   ◆ to enter new parameters to the pre-processor parameters click the **New** button

   ◆ to edit existing pre-processor parameters click the **Edit** button

For more details, see "Specifying the Processor Parameter Details" on page 348.

Note: It is not recommended to:

➤ add new parameters to the pre-processor class

➤ make changes to a pre-processor class as it might change its behavior. Classes are built for specific context menus.

---

6 The **Post-Processor Parameters** area lists the list of parameters for the post-processor class. Those parameters specify what the menu option does when you select it.

◆ to add new parameters to the post-processor parameters click the **New** button

◆ to edit existing post-processor parameters click the **Edit** button

For more details, go to "Specifying the Processor Parameter Details" on page 348.

Note: It is not recommended to:

➤ add new parameters to the pre-processor class

➤ make changes to a pre-processor class might change its behavior. Classes are built for specific context menus.

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7 Click **OK** to save the information and return to the previous page.

Specifying the Processor Parameter Details

In the **Pre-** or **Post-Processor Parameter Details** window, you can either modify existing information or enter new information about the pre-processor parameter or the post-processor parameter.

To specify the pre-processor parameters details:

1 In the **Pre-Processor Parameters Details** window, enter or modify the following information:

◆ **Key.** The parameter's key. The **GenericURLPreprocess** parameter has certain predefined keys: **URL_SUFFIX** and **URL** (or a composition of **PROTOCOL**, **HOST**, and **PORT**).

◆ **Value.** The parameter's value. In case of a URL key, it can be a certain URL (for example: http://www.mercury.co.il) The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.

◆ **Convert To.** This key is used if the key is a parameter in the URL. In this case, the URL is added with the converted key and the value.

2 Click **OK** to save the information and return to the previous page.

To specify the post-processor parameters details:

1 In the **Post-Processor Parameters Details** window, enter or modify the following information:

◆ **Key.** The parameter's key.

◆ **Value.** The parameter's value. The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.

2 Click **OK** to save the information and return to the previous page.

Context Menu Items Detailed Description

This section provides details about each context menu item, its pre- and post-processor classes and the classes parameters.

This section includes the following topics:

➤ "Trend" on page 441

➤ "Triage" on page 442

➤ "Web Service Health" on page 443

Acknowledgement

Opens the Set/Unset Acknowledgment window relevant to the CI, in Dashboard. For details, see "Setting or Unsetting Acknowledgments" in *Using Dashboard*.

The context menu item does not use a pre-processor or post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Acknowledgement Details

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "Viewing Acknowledgment Details" in *Using Dashboard*.

Pre-Processor Class

This context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu item are:

➤ **ack.cmdbObjectID**

➤ **ack.ackID**

➤ **URL**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

This context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Add KPI

Opens the New KPI page in Dashboard Administration. For details, see "Attaching KPIs to CIs" in *Application Administration*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Application Mapping

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "Using the SAP Solution" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Attach Monitor CIs

Opens the Select Related CI wizard relevant to the CI, in IT Universe Manager. For details, see "Working with CIs in IT Universe Manager" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **PARAM2**

➤ **PARAM0**

➤ **HEIGHT**

➤ **PARAM1**

➤ **PERMISSION_TYPE**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 454.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Attach Related CIs

Opens the Select Related CI wizard relevant to the CI, in IT Universe Manager. For details, see "Working with CIs in IT Universe Manager" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. The class parameters used by this context menu items are:

➤ **SCROLL**

➤ **PARAM2**

➤ **PARAM0**

➤ **HEIGHT**

➤ **PERMISSION_TYPE**

➤ **PARAM1**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 454.

See Also…

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Change Rule

Opens the Change report in Dashboard. For details, see "Change Report" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class but uses the following parameters:

➤ **USER.** Internal. This parameter must not be modified.

➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified.

➤ **PASSWORD.** Internal. This parameter must not be modified.

➤ **PROTOCOL.** The type of protocol to be used

➤ **PORT.** The target port

➤ **URL_SUFFIX.** The suffix to add at the end of the URL

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

CI Impact Report

Opens the Related Change Request report in Dashboard. For details, see "Related Change Requests Report" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Complete Alert

Activates a URL call to the relevant SAP system and completes the selected SAP alert.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **ALERTTIME**

➤ **ALSYSID**

➤ **MSG**

➤ **szTargetHostName**

➤ **MSEGNAME**

➤ **ALINDEX**

➤ **szTargetHostIP**

➤ **ALERTDATE**

➤ **ALUNIQNUM**

➤ **SapConnId**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Component Topology

Displays the Component Topology report. For details, see "Component Topology Report" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu are:

➤ **LoginBtn**

➤ **loginURL**

➤ **URL**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

Configuration Item Status Alerts

Opens the Configuration Item Status Alert report relevant to the CI. For details, see "Configuration Item Status Alerts Report" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345
➤ "Creating a Context Menu Item" on page 345
➤ "Editing a Context Menu Item Using Override" on page 346
➤ "Specifying the Context Menu Items Details" on page 347
➤ "Specifying the Processor Parameter Details" on page 348

Console

Opens the Console tab in the Dashboard Application.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Switch Dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345
➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Create New Problem

Opens the New Problem page in the Dashboard Application.

Pre-Processor Class

This context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu item are:

➤ **pm.VTObjectID**

➤ **ack.ackID**

➤ **URL**

➤ **pm.CMDBObjectID**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Cross-Performance

Opens the SiteScope Cross-Performance report relevant to the CI. For details, see Cross-Performance Report in *Using System Availability Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class but uses the following parameters:

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **stepValue.** The time period used to calculate reports (every 5 minutes).

➤ **TARGET_HOST.** Where the properties of the target host are located.

➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.

➤ **MONITOR_TYPE.** The type of monitor.

➤ **PROFILE_NAME.** The name of the profile.

➤ **timeFrame.** The time frame during which the report runs.

➤ **URL.** The URL of the new window.

➤ **NODE_ID.** Converts to **nodeId**.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

➤ **stepUnit.** The unit of **stepValue**.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Custom Map

Opens the Custom Map tab in Dashboard.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Switch Dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Customer

Internal.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Deep Transaction Tracing Reports

Opens a window in the Bristol's TransactionVision application to display reports that provide you with breakdown information for the transaction at component level. For details, see "Deep Transaction Tracing Reports" in *Using Dashboard*.

This context menu item is available only if Bristol's TransactionVision has been installed.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Delete CI

Opens the following dialog box to confirm that you want to delete the relevant CI in IT Universe Manager. For details, see "Working with CIs in IT Universe Manager" in *IT Universe Manager Administration*.

You are about to delete elements/links from the world. Are you sure?

OK   Cancel

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **PERMISSION_TYPE**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 454.

See Also...

Delete Folder

Opens the Delete Folder dialog box to enable you to delete the folder.

Pre-Processor Class

The context menu item pre-processor class is **View manager (new folder) processor**. The class parameter used by this context menu item is: **URL**

For a description of the class and a complete list of parameters for the class, see "View manager (new folder) processor" on page 449.

Post-Processor Class

The context menu item post-processor class is **General view-manager context menu**. The class parameters used by this context menu items are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "General view-manager context menu" on page 451.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Disable

Disables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Saving KPI Data over Time for a CI" in *Application Administration*.
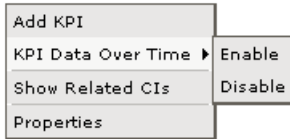
Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameter:

➤ **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Drill to Diagnostics

Drills down in the Diagnostics application. For details, refer to the Mercury Diagnostics documentation.
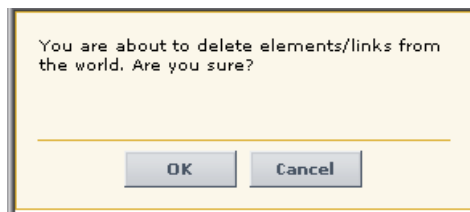
The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Edit View

Enables you to edit the selected view. For details, see "Editing with the Instance View Editor" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Edit View (ITU)**. The class parameter is: **PERMISSION_TYPE**.

For a description of the class and a complete list of parameters for the class, see "Edit view (ITU)" on page 450.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

Enable

Enables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Saving KPI Data over Time for a CI" in *Application Administration*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameter:

➤ **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

See Also...

End User Summary

Moves to the End User Summary Report in End User Management. The End User Summary report displays data for specific end-users that were configured for the Real User Monitor in Monitor Administration. For details, see "End User Summary Report" in *Using End User Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **monitorName**

➤ **application_id**

➤ **__UIF_FORM**

➤ **__UIF_APPLICATION**

➤ **menu_item_id**

➤ **isContainer**

➤ **reportType**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Count Over Time

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.
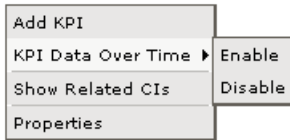
See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Count Over Time (Application Error Monitor)

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **filter.selectedApplicationErrors**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Count Over Time (HTTP Error Monitor)

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **filter.selectedHttpErrors**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Count Over Time (Information Event Monitor)

Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in Monitor Administration, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **filter.selectedEvents**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Summary

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see "Event Summary Report" in *Using End User Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **filter.performance**

➤ **autoGenerate**

➤ **filter.events**

➤ **filter.httpErrors**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **reportID**

➤ **time_view**

➤ **filter.applicationErrors**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Event Summary (Errors Monitor)

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see "Event Summary Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **filter.performance**

➤ **autoGenerate**

➤ **filter.events**

➤ **filter.httpErrors**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

➤ **filter.applicationErrors**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

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See Also...

Event Summary (Events Monitor)

Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in Monitor Administration. For details, see "Event Summary Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM report** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **filter.performance**

➤ **autoGenerate**

➤ **filter.events**

➤ **filter.httpErrors**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

➤ **filter.applicationErrors**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Filter Subtree

Filters the subtree of the selected element according to the previously defined filter. For details about the Filters tab, see "Dashboard Filters" in *Using Dashboard*.

By default, appears under the Events shortcut menu.

Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. The class parameters used by this context menu item are:

➤ **NODE_ID**

➤ **strutsAction**

➤ **viewType**

For a description of the class and a complete list of parameters for the class, see "Prepare parameters (dashboard)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. The parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch dashboard tabs with parameters" on page 458.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Filter Subtree Monitors

Displays only the CIs that have the monitor type – like the Show Monitors Only filter. For details about the Filters tab, see "Dashboard Filters" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. The class parameters used by this context menu item are:

➤ **nodeType**

➤ **NODE_ID**

➤ **strutsAction**

➤ **viewType**

For a description of the class and a complete list of parameters for the class, see "Prepare parameters (dashboard)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch dashboard tabs with parameters" on page 458.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Filters

Opens the Filters tab in Dashboard or is used as a parent menu for other filter context menu items; for example, Filter Subtree Monitors. For details about the Filters tab, see "Dashboard Filters" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

Depending on the Filters you select the context menu item may not have a class or may use the post-processor class **Switch Dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Find Visible and Hidden Child CIs

Returns all of the visible and hidden child CIs of the selected CI that appear in the CMDB. For details, see "Find Visible and Hidden Child CIs Option" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu are:

➤ **parentCmdbId**

➤ **URL**

➤ **NODE_ID**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Geographical Map

Opens the Geographical Map tab in Dashboard. For details about the Geographical Map tab, see "Dashboard Geographical Map" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Go To Problem Isolation

Parent menu for redirections to other applications.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Goto RUM Reports**. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **problematicCI**

➤ **menu_item_id**

➤ **selectedActionId**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Go To Report

Parent menu for redirections to other applications.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Go To Siebel Diagnostics

Opens the options that enable you to open specific pages in the Business Availability Center for Siebel filtered by the selected CI. For details, see "Go to Siebel Diagnostics" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

KPI Data Over Time

The main menu option that lists the Enable/Disable options for a KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Saving KPI Data over Time for a CI" in *Application Administration*.
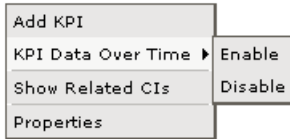

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

KPIs Over Time

Opens the KPI over Time report relevant to the CI. For details, see "KPIs Over Time Reports" in *Using Dashboard*.

The context menu item does not use a pre-processor class or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Load View

Internal.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters are:

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **probe_name.** The name of the probe to be used when opening Diagnostics.

➤ **server_name.** The name of the server to be used when opening Diagnostics.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Locate CI in SLA

Displays the Search pane where you can specify the CI you want to locate in SLA. For details about the search feature, see "Searching for Configuration Items" in *Working with the CMDB*.

The context menu item does not use a pre-processor class or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Locate CI in View

Displays the Search pane where you can specify the CI you want to locate. For details about the search feature, see "Searching for Configuration Items" in *Working with the CMDB*.

The context menu item does not use a pre-processor class or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

New CI

Opens the New CI page in the IT Universe Manager tab. For details about the tab, see "Working with CIs in IT Universe Manager" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **PARAM2**

➤ **PARAM4**

➤ **HEIGHT**

➤ **PERMISSION_TYPE**

➤ **PARAM1**

➤ **WIDTH**

➤ **PARAM3**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 454.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

New Folder

Opens the Create Folder dialog box to enable you to create a new folder. For details, see "Creating a New Folder" in *View Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **View manager (new folder) processor**. The class parameter is: **URL**.

For a description of the class, see "View manager (new folder) processor" on page 449.

Post-Processor Class

The context menu item post-processor class is **General view-manager context menu**. The parameters used by this context menu items are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "General view-manager context menu" on page 451.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

New Related CI

Opens the New CI wizard relevant to the CI in IT Universe Manager. For details, see "Working with Relationships" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **ITU internal (open modal window)**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 448.

Post-Processor Class

The context menu item post-processor class is **ITU internal (open modal window)**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **PARAM2**

➤ **PARAM0**

➤ **PARAM4**

➤ **HEIGHT**

➤ **PERMISSION_TYPE**

➤ **PARAM1**

➤ **WIDTH**

➤ **PARAM3**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "ITU internal (open modal window)" on page 454.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

Open Ticket in MSD

Internal.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard Generic URL**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

Operations Health

Moves to the Operations Health report in Mercury Business Availability Center for SOA application. For details, see "Health Reports" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto SOA Health reports** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **menu_item_id**

➤ **reportID**

➤ **filter.fromDashboard**

➤ **filter.selectedCIsType**

For a description of the class and a complete list of parameters for the class, see "Goto SOA Health reports" on page 454.

See Also...

Page Summary

Moves to the Page Summary report in End User Management. The Page Summary report displays data for specific Web pages that were configured for the Real User Monitor in Monitor Administration. For details, see "Page Summary Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM reports** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **selectedTab**

➤ **monitorName**

➤ **application_id**

➤ **__UIF_FORM**

➤ **__UIF_APPLICATION**

➤ **selectedApplication**

➤ **menu_item_id**

➤ **reportType**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Page Layers View

Moves to the Page Layers View report in the Mercury Diagnostics application. For details, refer to the Mercury Diagnostics documentation.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameters:

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **action.** Internal.

➤ **app_url.** Internal.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **type.** Defines the type.

➤ **app_context.** Internal.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Probe Group Summary

Moves to Mercury Diagnostics reports. For details, see *Mercury Diagnostics User's Guide*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters are:

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **probe_group_name.** The name of the probe group to be used when opening Diagnostics.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Probe Summary

Moves to Mercury Diagnostics reports. For details, see *Mercury Diagnostics User's Guide*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters are:

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **probe_name.** The name of the probe to be used when opening Diagnostics.

➤ **server_name.** The name of the server to be used when opening Diagnostics.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Problem Management

Opens the Problem Management application. For details, see *Using Problem Management*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Problem Isolation

Displays the information about the root cause of a problem for objects that are affected by a chain of correlation rules in a logical map that describes a chain of trigger elements that affect the object. For details, see "Isolating a Problem for SAP CIs" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The class parameters are:

➤ **USER.** The user used by Mercury Application Mapping server administrator.

➤ **CMDB_NODE_ID.** The node ID of the object. This parameter must not be modified.

➤ **PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

➤ **PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

➤ **category.** Internal. This parameter must not be modified.

➤ **reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

➤ **PORT.** Defines the port of the Mercury Application Mapping server.

➤ **URL_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

Post-Processor Class

The context menu item post-processor class is **Window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Window" on page 458.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Properties

Opens the Properties dialog box relevant to the CI. For details, see "Working with CIs in IT Universe Manager" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item pre-processor class is **Show properties in VT**. The class parameter used by this context menu item is: **URL**.

For a description of the class and a complete list of parameters for the class, see "Show properties in VT" on page 449.

Post-Processor Class

The context menu item post-processor class is **Open the properties page from the view traverse**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open the properties page from the view traverse" on page 455.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Provider

Internal.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Raw Data Over Time

Opens the Raw Data Over Time report relevant to the CI. For details, see "Raw Data Over Time Reports" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu are:

➤ **autoGenerate**

➤ **filter.timeBarBean.view**

➤ **URL**

➤ **reportID**

➤ **filter.selectedVTIds**

➤ **filter.fromDashboard**

➤ **popUp**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item is the **Goto Raw Data Over Time Report**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Goto Raw Data Over Time Report" on page 451.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Related Change Requests

Opens the Related Change Requests report. For details, see "Related Change Requests Report" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Rename Folder

Opens the Rename Folder dialog box to enable you to rename the folder.

Pre-Processor Class

The context menu item pre-processor class is **View manager (new folder) processor**. The class parameter used by this context menu item is: **URL**.

For a description of the class, see "View manager (new folder) processor" on page 449.

Post-Processor Class

The context menu item post-processor class is **General view-manager context menu**. The class parameters used by this context menu items are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **WIDTH**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "General view-manager context menu" on page 451.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

SAP Transaction Changes Report

Opens the SAP Transaction Changes report that tracks changes made to a SAP Transaction CI when a transport was modified. For details, see "SAP Transaction Changes Report" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The class parameters are:

➤ **reportName.** The name of the report. Internal. This parameter must not be modified.

➤ **PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

➤ **USERNAME.** The user used by Mercury Application Mapping server administrator.

➤ **PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

➤ **PORT.** Defines the port of the Mercury Application Mapping server.

➤ **URL_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

SAP Transport Changes Report

Opens the SAP Transport Changes report that track changes made to the properties of a SAP Transport CI. For details, see "SAP Transport Changes Report" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters are:

➤ **reportName.** The name of the report. Internal. This parameter must not be modified.

➤ **PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

➤ **USERNAME.** The user used by Mercury Application Mapping server administrator.

➤ **PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

➤ **PORT.** Defines the port of the Mercury Application Mapping server.

➤ **URL_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Server Requests

The option opens the Server Requests View in the Mercury Diagnostics application with the URL(s) that correspond to the Real User Monitor Business Process Step CIs selected.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a class but uses the following parameters:

➤ **actionProcessorClass.** Internal. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **action.** Internal. This parameter must not be modified.

➤ **app_url.** Internal.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **type.** Defines the type.

➤ **app_context.** Internal.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Server Summary

Moves to the Server Summary report in End User Management. The Server Summary report displays data for the servers that are monitored by the Real User Monitor probe. For details, see "Server Summary Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the following parameters:

➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **__UIF_FORM.** Internal. This parameter must not be modified.

➤ **itemsWildcard.** Internal. This parameter must not be modified.

➤ **__UIF_APPLICATION.** Internal. This parameter must not be modified.

➤ **menu_item_id.** The ID of the menu item.

➤ **reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

See Also...

Service Level Report

Displays the Service Level report. For details, see "Service Level Report" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class. The parameters used by this context menu are:

➤ **LoginBtn.** Internal. This parameter must not be modified.

➤ **loginURL.** The URL of the Deep Transaction Tracking application

➤ **selectedTxnClasses.** Internal.

➤ **isFullScreen.** Opens a popup window with the path to root. This parameter must not be modified.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

Session Analyzer

Moves to the Session Analyzer report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the **Past Hour** time period. The Session Analyzer report displays session data for specific applications that were configured for the Real User Monitor in Monitor Administration. For details, see "Session Analyzer Report" in *Using End User Management.*

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM reports** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **application_id**

➤ **autoGenerate**

➤ **filter.selectedApplication**

➤ **menu_item_id**

➤ **time_view**

➤ **reportID**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Set/Unset Acknowledgement

Moves to the Top View tab with the Set/Unset Acknowledgment option selected for the CI in the Dashboard application. For details, see "Setting or Unsetting Acknowledgments" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu are:

➤ **ack.cmdbObjectID**

➤ **ack.ackID**

➤ **ack.closeDialog**

➤ **URL**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Complete Subtree

Moves to the Events tab and displays all CIs (subgroups and monitor CIs) that fall in the branches under this CI.

By default, appears under the Events shortcut menu.

Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. The class parameters used by this context menu item are:

➤ **NODE_ID**

➤ **strutsAction**

➤ **selectFilterID**

➤ **viewType**

For a description of the class and a complete list of parameters for the class, see "Prepare parameters (dashboard)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch dashboard tabs with parameters" on page 458.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Content

Display a details file that includes details about the specific configuration file, software component, or support package of the SAP system discovered by the automatic discovery process. For details, see "Show Content" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters are:

➤ **CMDB_NODE_ID.** The node Id of the object. Internal. This parameter must not be modified.

➤ **PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

➤ **USERNAME.** The user used by Mercury Application Mapping server administrator.

➤ **PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

➤ **className.** Internal. This parameter must not be modified.

➤ **PORT.** Defines the port of the Mercury Application Mapping server.

➤ **URL_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

Show Impact

Display the impact of a root cause object by displaying all of the objects that are affected by it in a separate window. For details, see "Showing Impact for SAP CIs" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters are:

➤ **CMDB_NODE_ID.** The node Id of the object. Internal. This parameter must not be modified.

➤ **USER.** The user used by Mercury Application Mapping server administrator.

➤ **PASSWORD.** The password of the user used by Mercury Application Mapping server administrator.

➤ **PROTOCOL.** Defines the URL of the Mercury Application Mapping server.

➤ **category.** Specifies the report. This parameter must not be modified.

➤ **reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.

➤ **PORT.** Defines the port of the Mercury Application Mapping server.

➤ **URL_SUFFIX.** The suffix of the URL of the Mercury Application Mapping server.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show in Top View

Parent menu. Opens Dashboard Top View tab with the view's tree centered on the selected CI. For more details, see "Menu Options for CIs" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. The class parameter used by this context menu item is: **NODE_ID**.

For a description of the class and a complete list of parameters for the class, see "Prepare parameters (dashboard)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Switch Dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Path to Root

Moves to the Top View tab with the Show Path to Root option selected for the CI in the Dashboard application. For details, see "Show Path to Root Option" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu are:

➤ **targetNodeIds**

➤ **URL**

➤ **isFullScreen**

➤ **filterId**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

Show Problematic Subtree

Moves to the Top View tab with the Expand to Problem option selected for the CI in the Dashboard application. For details, see "Show Problematic Subtree Option" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters are:

➤ **targetNodeIds.** The ID of the target node.

➤ **URL.** The URL of the new window.

➤ **isFullScreen.** Opens a popup window with the path to root. This parameter must not be modified.

➤ **filterId.** The ID of the filter. Internal. This parameter must not be modified.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Processes

Opens the Siebel Task Diagnostics Tool. For details, see "Using the Siebel Tasks Diagnostic Tool" in *Using Dashboard*.

Pre-Processor Class

The context menu item post-processor class is **Dashboard Generic URL**. The class parameters used by this context menu are:

➤ **CMDB_NODE_ID**

➤ **URL**

➤ **COMMAND**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Related CIs

Opens the Related CIs dialog box, in IT Universe Manager.

The context menu item does not use a pre-processor or post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Related RFCs

Opens the Related Change Requests Report, which enables you to view the impact of planned IT changes which have been submitted to the service desk.

For details, see "Related Change Requests Report" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Running Tasks

Opens the Task Diagnostics Tool view. For details, see "Using the Siebel Tasks Diagnostic Tool" in *Using Dashboard*.

Pre-Processor Class

The context menu item post-processor class is **Dashboard Generic URL**. The class parameters used by this context menu are:

➤ **CMDB_NODE_ID**

➤ **URL**

➤ **COMMAND**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window.** The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Subtree Monitors

Opens the Events tab and displays only the CIs with the monitor type, their children CIs and the KPIs attached to those CIs, filtered using the Show Monitors Only filter. For details, see "Menu Options in the Filters Tab" in *Using Dashboard*.

Pre-Processor Class

The context menu item pre-processor class is **Prepare parameters (dashboard)**. The class parameters used by this context menu item are:

➤ **NODE_ID**

➤ **strutsAction**

➤ **selectFilterID**

➤ **viewType**

For a description of the class and a complete list of parameters for the class, see "Prepare parameters (dashboard)" on page 448.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs with parameters**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch dashboard tabs with parameters" on page 458.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Show Tasks in Error

Opens the Siebel Task Diagnostics Tool view. For details, see "Using the Siebel Tasks Diagnostic Tool" in *Using Dashboard*.

Pre-Processor Class

The context menu item post-processor class is **Dashboard Generic URL**. The class parameters used by this context menu are:

➤ **CMDB_NODE_ID**

➤ **URL**

➤ **COMMAND**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 445.

Post-Processor Class

The context menu item post-processor class is **Open window.** The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

Siebel Cross-Performance

Opens the SiteScope Cross-Performance report for Siebel-specific entities. For details, see "Cross-Performance Report" in *Using System Availability Management*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The parameters used by this context menu item are:

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **stepValue.** The time period used to calculate reports (every 5 minutes).

➤ **TARGET_HOST.** Where the properties of the target host are located.

➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.

➤ **MONITOR_TYPE.** The type of monitor.

➤ **PROFILE_NAME.** The name of the profile.

➤ **timeFrame.** The time frame during which the report runs.

➤ **URL.** The URL of the new window.

➤ **NODE_ID.** Converts to **nodeId**.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

➤ **stepUnit.** The unit of **stepValue**.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Siebel Database Breakdown

Opens the Database Breakdown tab in the Business Availability Center for Siebel application. For details, see "Using the Siebel Database Breakdown Diagnostic Tool" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified.

➤ **menu_item_id.** The ID of the menu item.

➤ **__sieb_mode.** The Siebel mode.

➤ **actionForward.** Internal.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Siebel SARM

Opens the SARM - User Trace Breakdown tab in the Business Availability Center for Siebel application. For details, see "Using the SARM - User Trace Breakdown Diagnostic Tool" in *Using Dashboard*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified.

➤ **menu_item_id.** The ID of the menu item.

➤ **__sieb_mode.** The Siebel mode.

➤ **actionForward.** Internal.

See Also...

SiteScope

Displays the relevant SiteScope Web page for this CI in a new SiteScope browser window, enabling you to view more detailed SiteScope parameters and measurements. Refer to the SiteScope documentation for directions on using SiteScope.

By default, appears under the **Goto Report** shortcut menu.

Note: By default, Dashboard accesses the SiteScope machine using the machine host name. If you want access via IP, edit the **SiteScope** context menu item, by changing the value for the pre-processor parameter **HOST_BY** from **NAME** to **IP**.

Pre-Processor Class

The context menu item pre-processor class is **Goto SiteScope**. The class parameters used by this context menu item are:

➤ **ROOT_PATH**

➤ **PROFILE_ID**

➤ **POST_FIX**

➤ **GROUP_NODE_NAME**

➤ **HOST_BY**

➤ **ROOT_POSTFIX**

➤ **PATH**

For a description of the class and a complete list of parameters for the class, see "Goto SiteScope" on page 448.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

SLAs Summary Report

Internal.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

Summary View

Opens the Diagnostics Probe Group Summary View for the probe or the probe group in the Mercury Diagnostics application.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **probe_name.** The name of the probe to be used when opening Diagnostics.

➤ **server_name.** The name of the server to be used when opening Diagnostics.

➤ **probe_group_name.** The name of the probe group to be used when opening Diagnostics.

See Also...

Systinet Web Service Data

Opens the Mercury Systinet 2 application for the Web Service. For details, refer to Mercury Systinet 2 documentation.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Top View

Moves to the Top View tab for the CI in the Dashboard application. For details, see "Dashboard Top View" in *Using Dashboard*.

The context menu item does not use a pre-processor or a post-processor class.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Topology Map

Opens the Topology Map tab in Dashboard. For details, see "Working in Topology Map Mode" in *IT Universe Manager Administration*.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item post-processor class is **Switch dashboard tabs**. The class parameter used by this context menu item is: **TAB_ID**.

For a description of the class and a complete list of its parameters, see "Switch Dashboard tabs" on page 457.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Tracking Report

Opens the Deep Transaction Tracing reports. For details, see "Working With Deep Transaction Tracing" in *Using Dashboard*.

To open Deep Transaction Tracing reports properly, users with the appropriate permissions must manually configure the **Service Level Report** and **Tracking Report** context menu items. For details, see "Administering Deep Transaction Tracing" in *Application Administration*.

Pre-Processor Class

The context menu item does not use a pre-processor class. The parameters used by this context menu are:

➤ **LoginBtn.** Internal parameter of the Raw Data Over Time report.

➤ **loginURL.** The URL of the Deep Transaction Tracking application.

➤ **isFullScreen.** Opens a popup window with the path to root. This parameter must not be modified.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Transaction Analysis

Moves to the Transaction Analysis report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the **Past Hour** time period. The Transaction Analysis report provides an in-depth picture of the performance of transactions. For details, see "Transaction Analysis Report" in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **stepValue.** The time period used to calculate reports (every 5 minutes).

➤ **timeFrame.** The time frame during which the report runs.

➤ **REQUEST_TYPE.** Internal. This parameter must not be modified.

➤ **menu_item_id.** The ID of the menu item.

➤ **MEASUREMENT_1_ID_PREFIX.** Internal. Used to control if the report is filtered by location or by transaction for Business Process Monitor CIs.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

➤ **stepUnit.** The unit of **stepValue**.

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **MEASUREMENT_0_ID_PREFIX.** Internal. Used to control if the report is filtered by location or by transaction for SiteScope CIs

➤ **clearFilters.** Internal.

➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.

➤ **autoUpdatePastTime.** Internal. This parameter must not be modified.

➤ **MAX_MEASUREMENT_NUM.** Maximum limit of measurements to filter in both SiteScope and Business Process Monitor. Since this menu can be applied also to for any CI that includes measurements in its subtree, then the filtered measurements are counted first. If the maximum has not been reached then the other CIs are counted until MAX_MEASUREMENT_NUM is reached

➤ **DIMENSION_ID_PREFIX.** Internal. Controls if the report is filtered by location or by transaction (see MEASUREMENT_1_ID_PREFIX).

➤ **REPORT_NAME.** Specifies to which report to drill down from End User Management (not just from Transaction Analysis). This is the internal name of the EUM reports. It is supported only for legacy reports. For details, see for details, see "Customizing Reports" in *Platform Administration*.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Transaction Summary

Moves to the Transaction Summary Reports area for that CI in the End User Management User Reports application. The Transaction Summary report displays data for specific transactions that were configured for the Real User Monitor in Monitor Administration. For details, see "Transaction Summary Report" in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto RUM reports** class. The class parameters used by this context menu item are:

➤ **menu_item_url**

➤ **selectedTab**

➤ **monitorName**

➤ **application_id**

➤ **__UIF_FORM**

➤ **__UIF_APPLICATION**

➤ **selectedApplication**

➤ **menu_item_id**

➤ **reportType**

For a description of the class and a complete list of parameters for the class, see "Goto RUM reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Transactions Layers View

Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **action.** Internal. This parameter must not be modified.

➤ **app_url.** Internal.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **type.** Defines the type.

➤ **app_context.** Internal.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

Transactions View

Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted.

For more information about Diagnostics, refer to the Mercury Diagnostics documentation.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

The parameters used by this context menu item are:

➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.

➤ **application_id.** The ID of the application to be used when opening Diagnostics.

➤ **drill_to.** Internal. This parameter must not be modified.

➤ **action.** Internal. This parameter must not be modified.

➤ **app_url.** Internal.

➤ **drill_from.** The ID of the application you are drilling from.

➤ **type.** Defines the type.

➤ **app_context.** Internal.

➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Trend

Moves to the Trend Reports area for that CI in the End User Management User Reports application. The Trend Report Wizard generates a trend report that provides a graphical representation of measurement data over a specific time period. For details, see "Overview of Trend Reports" in *Working with Applications*.

By default, appears under the **Go to Report** shortcut menu.

Pre-Processor Class

The context menu item pre-processor class is **Goto trend** report. The parameters used by this context menu item are:

➤ **actionProcessorClass**

➤ **PROFILE_ID**

➤ **URL**

➤ **REQUEST_TYPE**

➤ **NODE_ID**

➤ **MEASUREMENT_1_ID_ PREFIX**

➤ **MAX_MEASUREMENT_NUM**

➤ **actionForward**

➤ **REPORT_NAME**

➤ **DIMENSION_ID_PREFIX**

➤ **MEASUREMENT_0_ID_ PREFIX**

For a description of the class and a complete list of parameters for the class, see "Goto Trend report" on page 447.

Post-Processor Class

The context menu item post-processor class is **Open window**. The class parameters used by this context menu item are:

➤ **SCROLL**

➤ **HEIGHT**

➤ **SLAVE_WIN**

➤ **WIDTH**

➤ **WIN_NAME**

➤ **RESIZE**

For a description of the class and a complete list of parameters for the class, see "Open window" on page 456.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Triage

Moves to the Triage Reports area for that CI in the End User Management User Reports application. The Triage report displays transaction data for Business Process Monitor, Client Monitor, and Real User Monitor profiles for the past day. The data is organized by location. For details, see "Triage Report" in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto Triage reports** class. The class parameters used by this context menu items are:

➤ **menu_item_url**

➤ **application_id**

➤ **menu_item_id**

➤ **reportID**

For details about the class and a complete list of parameters for the class, see "Goto Triage reports" on page 452.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Web Service Health

Moves to the Health Report of the CI in the Business Availability Center for SOA application. For details, see "Health Reports" in *Using Dashboard*.

By default, appears under the **Go to Report** shortcut menu.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Goto SOA Health reports** class. The class parameters used by this context menu items are:

➤ **menu_item_id**

➤ **application_id**

➤ **autoGenerate**

➤ **VT_NODES_ SYMBOL_IDS_KEY**

➤ **menu_item_id**

➤ **reportID**

➤ **filter.fromDashboard**

➤ **filter.selectedCIsType**

For details about the class and a complete list of parameters for the class, see "Goto SOA Health reports" on page 454.

See Also...

➤ "Creating a Context Menu Item Using Cloning" on page 345

➤ "Creating a Context Menu Item" on page 345

➤ "Editing a Context Menu Item Using Override" on page 346

➤ "Specifying the Context Menu Items Details" on page 347

➤ "Specifying the Processor Parameter Details" on page 348

Pre-Processor Classes

Pre-processor classes are build to correspond to specific menus. In addition, a pre-processor class specifies the action(s) that are performed before accessing the database.

Note: It is not recommended to:

➤ add new parameters to the pre-processor class

➤ make changes to a pre-processor class as it might change its behavior

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This section includes the following topics:

Dashboard generic URL

Builds a generic URL using the following parameters:

Parameter	Definition
ack.ackID	The location of the acknowledgment ID.
ack.closeDialog	Internal. This parameter must not be modified.
ack.cmdbObjectID	The location of the CMDB object ID.
autoGenerate	Internal parameter of the Raw Data Over Time report.

Parameter	Definition
COMMAND	Internal.
CMDB_NODE_ID	Internal. This parameter must not be modified.
filter.fromDashboard	Used to add a dynamic value to the URL.
filterId	The ID of the filter. Internal. This parameter must not be modified.
filter.selectedVTIds	Used to add a dynamic value to the URL.
filter.timeBarBean.view	Internal.
isFullScreen	Opens a popup window with the path to root. This parameter must not be modified.
LoginBtn	Internal. This parameter must not be modified.
LoginName	The name of the user used to login the Deep Transaction Tracking application.
loginURL	The URL of the Deep Transaction Tracking application.
NODE_ID	Converts to **nodeId**.
parentCmdbId	Internal.
Password	The password used to login to the Deep Transaction Tracking application.
pm.CMDBObjectID	Internal.
pm.VTObjectID	Internal.
popUp	Internal. This parameter must not be modified.
reportID	The ID number of the report.
selectedTxnClasses	Internal.
targetNodeIds	The ID of the target node.
URL	The URL of the new window.

Goto Trend report

Context menu processor that deals with the Trend report drill down functions. It uses the following parameters.

Parameter	Description
actionProcessorClass	Internal. This parameter must not be modified.
PROFILE_ID	Internal. This parameter must not be modified.
URL	The URL of the new window.
REQUEST_TYPE	Internal. This parameter must not be modified.
NODE_ID	Converts to **nodeId**.
MEASUREMENT_1_ID_PREFIX	Internal. Used to control if the report is filtered by location or by transaction for Business Process Monitor CIs.
MAX_MEASUREMENT_NUM	Maximum limit of measurements to filter in both SiteScope and Business Process Monitor.
actionForward	Internal. This parameter must not be modified.
REPORT_NAME	Internal. This parameter must not be modified.
DIMENSION_ID_PREFIX	Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.
MEASUREMENT_0_ID_PREFIX	Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.

Goto SiteScope

Opens the SiteScope Application using the following parameters:

Parameter	Description
GROUP_NODE_NAME	The CIs group in SiteScope.
HOST_BY	SiteScope host.
PATH	The path that includes all of the SiteScope groups.
POST_FIX	The post fix expression to be added to the all URLs.
PROFILE_ID	The SiteScope profile to be used when opening SiteScope.
ROOT_PATH	The root path to SiteScope.
ROOT_POSTFIX	SiteScope root.html document.

ITU internal (open modal window)

ITU represents the View manager tab in the CMDB application. The class deals with the View Manager tab. The parameter is:

Parameter	Description
URL	The URL of the Mercury Business Availability Center machine.

Prepare parameters (dashboard)

Prepares parameters, in JavaScript. Those parameters are used by Dashboard. The parameters are:

Parameter	Description
NODE_ID	Converts to **nodeId**.
nodeType	This parameter must not be modified.

Parameter	Description
selectFilterID	Dynamic parameter used by the class.
strutsAction	Dynamic parameter used by the class.
viewType	Dynamic parameter used by the class.

Show properties in VT

When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed. The parameter is:

Parameter	Description
URL	The URL of the new window.

View manager (new folder) processor

Deals with the View Manager tab. The parameter is:

Parameter	Description
URL	The URL of the new window.

Post-Processor Classes

Post-processor classes are build to correspond to specific menus. In addition, a post-processor class specifies the action(s) that are performed after accessing the database.

This section includes the following topics:

➤ "Edit view (ITU)" on page 450

➤ "General view-manager context menu" on page 451

➤ "Goto KPIs Over Time report" on page 451

➤ "Goto Raw Data Over Time Report" on page 451

➤ "Goto Trend report" on page 452

Edit view (ITU)

Context menu processor that deals with the View Manager tab in the CMDB application. The parameter is:

Parameter	Description
PERMISSION_TYPE	Internal. This parameter must not be modified.

General view-manager context menu

Context menu processor that deals with the View Manager tab in the CMDB application. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
WIDTH	The opened window width, in pixels.

Goto KPIs Over Time report

Context menu processor that deals with opening the KPIs Over Time report.

Goto Raw Data Over Time Report

Context menu processor that deals with opening the Raw Data Over Time report. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
WIDTH	The opened window width, in pixels.
WIN_NAME	Specifies the window name

Goto Trend report

Context menu processor that deals with the Trend report drill down functions. This class does not have parameters.

Goto Triage reports

Context menu processor that deals with opening the Triage report. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
filter.selectedProfileId	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
reportID	The ID number of the report.

Goto RUM reports

Context menu processor that deals with opening the Real User Monitor report. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
autoGenerate	Internal parameter of the Raw Data Over Time report.
filter.applicationErrors	Internal. This parameter must not be modified.
filter.events	Internal. This parameter must not be modified.
filter.httpErrors	Internal. This parameter must not be modified.

Parameter	Description
filter.performance	Internal. This parameter must not be modified.
filter.httpErrors	Internal. This parameter must not be modified.
filter.selectedApplication	Internal. This parameter must not be modified.
filter.selectedApplication Errors	Internal. This parameter must not be modified.
filter.selectedEvents	Internal. This parameter must not be modified.
filter.selectedHttpErrors	Internal. This parameter must not be modified.
isContainer	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
monitorName	Internal. This parameter must not be modified.
problematicCI	Internal.
reportID	The ID number of the report.
reportType	Defines which of the results to take from the PNR KPI that relays in the SLM tab.
selectedApplication	Internal. This parameter must not be modified.
selectedActionId	Internal. This parameter must not be modified.
selectedTab	Internal. This parameter must not be modified.
time_view	Internal. This parameter must not be modified.
__UIF_FORM	Internal. This parameter must not be modified.
__UIF_APPLICATION	Internal. This parameter must not be modified.

Goto SOA Health reports

Context menu processor that deals with opening the Mercury Business Availability Center for SOA reports. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
autoGenerate	Internal parameter of the Raw Data Over Time report.
filter.fromDashboard	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
reportID	The ID number of the report.
VT_NODES_ SYMBOL_IDS_KEY	Internal.
filter.selectedCIsType	Internal.

ITU internal (open modal window)

Context menu processor that deals with the View Manager tab in the CMDB application. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
PARAM0	This parameter is for internal use only. This parameter must not be modified.
PARAM1	This parameter is for internal use only. This parameter must not be modified.

Parameter	Description
PARAM2	This parameter is for internal use only. This parameter must not be modified.
PARAM3	This parameter is for internal use only. This parameter must not be modified.
PARAM4	This parameter is for internal use only. This parameter must not be modified.
PERMISSION_TYPE	Internal. This parameter must not be modified.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
WIDTH	The opened window width, in pixels.

Locate search result elements in the view traverse

Context menu processor that deals with the search capability in View Explorer. This class does not have parameters.

Open the properties page from the view traverse

When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.

Parameter	Description
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
WIDTH	The opened window width, in pixels.

Open window

General post processor to open a request in a new window, rather than in the application frame. The parameters are:

Parameter	Description
ALERTDATE	The date when the selected SAP alert occurred.
ALERTTIME	The time of the selected SAP alert.
ALINDEX	The internal handle for the SAP alert.
ALSYSID	The SAP system which the alert came from.
ALUNIQNUM	The Id number of the SAP alert, as appears on the SAP system.
HEIGHT	The opened window height, in pixels.
MSEGNAME	Contains the type of the monitor and connection parameters (for example: SAP_CCMS_calderone_MI6_00).
MSG	The name of the SAP alert.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SapConnId	Uses the following syntax: <host name>:<user name> to connect to a specific SiteScope monitor to retrieve the SAP alert. host name is the name of the host that contains the R3 server where the SAP alert originated. user name is the name of the user used to access the server to which the SiteScope monitor is connected.

Parameter	Description
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
szTargetHostIP	The IP of the SiteScope that sent the sample.
szTargetHostName	The name of the SiteScope host that sent the sample.
WIDTH	The opened window width, in pixels.
WIN_NAME	Specifies the window name

Show all the element neighbors

Context menu processor that deals with View Explorer. This class does not have parameters.

Switch application in BAC

Context menu processor for drilling down from one application to another. This class does not have parameters.

Switch Dashboard tabs

Context menu processor that switches tabs in the Dashboard application. For examples, opening the appropriate Filters tab from the Console tab. The parameter is:

Parameter	Description
TAB_ID	The ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

Switch dashboard tabs with parameters

Context menu processor that passes internal parameters when switching from one tab to another in Dashboard. The parameter is:

Parameter	Description
TAB_ID	The ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

Window

Context menu processor that deals with opening new windows. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
WIDTH	The opened window width, in pixels.
WIN_NAME	Specifies the window name

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Tooltips Repository

The Tooltips Repository includes the tooltips available in Dashboard and enables you to create new tooltips and to edit existing tooltips.

Working with the Tooltips Repository

The Tooltips Repository page displays the list of factory (pre-defined) tooltips available throughout Dashboard to specify how source data is imported and handled by Dashboard Administration, and to determine appearance and functionality for the CIs in the presentation layer.

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

Each CI under a KPI (when the CI is connected to the KPI) has a Details tooltip to display additional information for the CI. For more information on the Details tooltips in the Dashboard application, see "Viewing Additional Information for CIs" in *Using Dashboard*.

Tooltips are assigned to CIs according to the rule used for the KPI. Most rules have an associated tooltip (referred to as the rule sentence), that is connected to the associated rule. Note that if you add a new rule to the Business Rules Repository, a new tooltip is automatically created for it. To delete a tooltip that is connected to a rule, you must delete the rule. For more information on the Tooltips Repository, see "Tooltip Detailed Description" on page 467.

You can:

➤ create a new rule tooltip by cloning (copying) a factory or customized tooltip to use is as a template. For details, see "Cloning a Tooltip" below.

➤ replace an existing tooltip by overriding it. For details, see "Overriding Existing Tooltips" on page 463.

You can then modify the tooltip to your specifications. For details, see "Specifying the Tooltip Details" on page 464.

Note:

➤ To delete a customized tooltip, you must delete the corresponding rule.

➤ A tooltip and its rule have the same ID number and the same name.

Example Scenario - Editing a Tooltip

When you created the two new rules: RUM Impact Over Time and SiteScope Impact Over Time, two new tooltips were created. For details on creating the rules, see "Example Scenario - Creating New Rules" on page 80.

You want to change their description to match the rule's descriptions.

The scenario has one stage: "Stage 1: Edit the New Tooltips" on page 461.

Stage 1: Edit the New Tooltips

You access the new tooltips and you change their description.

To edit the new tooltips:

1 Select **Admin > Dashboard**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select the **Tooltips** tab menu option to open the Tooltips page. The Custom Tooltips area displays the tooltips that correspond to the new rules you created:

	Id	Description ▲	Max Label Width	Max Value Width
☐	2001	Dollar Impact Over Time sentence	130	205
☐	2000	Dollar Impact Over Time sentence	130	205

Custom Tooltips

4 Click the appropriate **Edit Entity** button corresponding to tooltip 2000, to open the Tooltip Details dialog box.

5 In the **Description** box, add - **for RUM** at the end of the tooltip name.

Tooltip Details	
Description:	Dollar Impact Over Time sentence - for RUM
Max Label Width:	130
Max Value Width:	205

6 Repeat steps 4 on page 461 through 5 on page 462 (in step 5 add - **for SiteScope** at the end of the description) to create the SiteScope OT Impact KPI.

The result is as follows:

Custom Tooltips			
	Id	Description ▲	Max Label Width
☐	2000	Dollar Impact Over Time sentence - for RUM	130
☐	2001	Dollar Impact Over Time sentence - for SiteScope	130

Cloning a Tooltip

You can create a customized tooltip by cloning an existing factory or customized tooltip and modifying it.

To clone a factory or customized tooltip:

1 Select **Admin > Dashboard**.

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select **Tooltips** to open the **Tooltips** page.

4 Select the tooltip you want to clone in the **Factory Tooltips** area or in the **Custom Tooltips** area.

5 Click the **Clone** button. The cloned tooltip appears in the **Custom Tooltips** area.

6 Click the **Edit Tooltip** button to open the **Tooltip Details** window. For more details go to "Specifying the Tooltip Details" on page 464.

Overriding Existing Tooltips

When you override an existing tooltip, a copy appears in the **Custom Tooltips** area and the existing tooltip is marked with (Overridden) in the **Factory Tooltips** area. What happens is that you replace the existing tooltip with the tooltip that you have modified.

To override an existing tooltip:

1 Select **Admin > Dashboard.**

2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

3 Select **Tooltips** to open the **Tooltips** page.

4 Select the tooltip you want to override in the **Factory Tooltips** area or in the **Custom Tooltips** area.

5 Click the **Override** button.

(Overridden) appears under the overridden tooltip in the **Factory Tooltips** area as follows:

The overridden tooltip appears in the **Custom Tooltips** area.

6 Select the tooltip and click the **Edit Tooltip** button to open the **Tooltip Details** window. For more details go to "Specifying the Tooltip Details" on page 464.

Specifying the Tooltip Details

In the Items Details window, you can either modify the information or enter new information. For a list of the tooltips parameters, see "Tooltip Parameters" on page 560.

You can also modify existing information or enter new information about the tooltips parameter details, as described in "Specifying the Tooltip Parameter Details" on page 465.

You can change the color of the border and header of a tooltip. For details, see "Modifying the Tooltip Border and Header Colors" on page 25.

In the Items Details window, you can either modify the information or enter new information. For a list of the tooltips parameters, see "Tooltip Parameters" on page 560.

To specify the tooltip details:

1 In the **Tooltip Details** window enter or modify the following information:

- ◆ **Description.** The name of the tooltip.

- ◆ **Max Label Width.** The maximum width for a tooltip parameter name.

- ◆ **Max Value Width.** The maximum width for a tooltip parameter value.

- ◆ **Parameters.** The parameters included in the tooltip. Different icons or buttons appear depending on the procedure you are following.

Note: The order of the parameters reflects the order of the corresponding information in the tooltip in the application.

To enter new parameter details click the **New** button. For more details, go to "Specifying the Tooltip Parameter Details" on page 465.

To modify existing parameter details click the **Edit** button. For more details, go to "Specifying the Tooltip Parameter Details" on page 465.

2 Click **OK** to save the information and return to the previous page.

Specifying the Tooltip Parameter Details

In the **Parameter Details** window, you can either modify existing information or enter new information about the tooltip parameter. For a list of the tooltip parameter details, see "Tooltip Parameter Details" on page 562.

To specify the parameters details:

1 In the **Parameters Details** window, enter or modify the following information:

   ◆ **Display Label.** The display label of the row. It appears exactly as written in the section.

   ◆ **Value Prefix.** The row value prefix. Can be blank if not required. The prefix appears before the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form - if so, the **[[%]]** string must appear before the escaping sequence.

   ◆ **Value Source.** The source of the value to display. It can be retrieved from the CI using the escaping sequence form - if so, the **[[%]]** string must appear before the escaping sequence.

   ◆ **Value Postfix.** The row value postfix. Can be blank if not required. The postfix appears after the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form – if so, the **[[%]]** string must appear before the escaping sequence.

   ◆ **Available Formatting Method.** Select the appropriate formatting method form the list of available methods. For details, see "Formatting Methods" on page 21.

   ◆ **Formatting Method.** Displays the method you selected in Available Formatting Method list. This is the formatting method that is invoked on the valueSource. Can be blank if not required.

2 Click **OK** to save the information and return to the previous page.

Adding a Last Sample Time Entry in a Tooltip

If you want to view the last time the sampling was made displayed in a tooltip, you must:

➤ keep the last sample information. For details, see "Displaying the Last Sample Details" on page 95

➤ add the Last Sample Time to the tooltip of monitor rules only

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Note: The last sample time is not necessarily the same as the last update time because the last sampling might not have any impact on the status.

To add Last Sample Time entry in a tooltip:

 1 Select **Admin > Dashboard**.

 2 Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title.

 3 Select the **Tooltips** tab menu option to open the Tooltips page.

 4 Override or clone the tooltip in which you want to display the last sample time.

 5 Click the relevant **Edit Entity** button, to open the Tooltip Details dialog box.

 6 Click **New** to open the Parameter Details dialog box.

 7 In the **Display Label** box, enter Last Sample Time.

 8 In the **Value Source** box, enter NODE.DIM.SAMPLE.time_stamp.

9 In the **Available Formatting Method** list, select returnDateAsStringInSec. The value is automatically entered in the **Formatting Method** box.

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

The tooltip displays the following information:

Tooltip Detailed Description

Most of the tooltip used in Dashboard correspond directly to a rule. Each tooltip class has the same ID number as the rule it is associated with. For example, for the rule ID #2, Best Child Rule, there is a corresponding tooltip with ID #2, Best Child sentence.

The tooltip parameters correspond to the information displayed in the tooltip.

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For example, the parameters of the Worst Child Sentence tooltip are displayed as entries in the tooltip and are listed in the same order as the order of the parameters in the tooltip definition.

This section includes the following topics:

➤ "Worst Child Sentence" on page 560

➤ "WS Operation Availability Sentence" on page 561

For information on defining or editing tooltips, see "Working with the Tooltips Repository" on page 460.

The parameters for the tooltips are listed in "Tooltip Parameter Details" on page 562.

Average Availability of Weighted Volume

The tooltip is displayed for a KPI whose associated rule is "Average Availability of Weighted Volume" on page 102.

Tooltip Parameters

Each tooltip contains parameters. The parameters correspond to the type of information displayed in the tooltip. The order of the parameters corresponds to the order of the information in the tooltip. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

Average Latency of Weighted Volume

The tooltip is displayed for a KPI whose associated rule is "Average Latency of Weighted Volume" on page 103.

Tooltip Parameters

Each tooltip contains parameters. The parameters correspond to the type of information displayed in the tooltip. The order of the parameters corresponds to the order of the information in the tooltip. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Latency.** The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Average of Converted Performance Results in %

The tooltip is displayed for a KPI whose associated rule is "Average of Converted Performance Results in %" on page 104.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

Average of Values for KPIs

The tooltip is displayed for a KPI whose associated rule is "Average of Values" on page 105.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Total.** The total number of hits/transactions for Real User Monitor.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Average Performance of Weighted Volume in %

The tooltip is displayed for a KPI whose associated rule is "Average Performance of Weighted Volume in %" on page 106.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Average Performance of Weighted Volume in Seconds

The tooltip is displayed for a KPI whose associated rule is "Average Performance of Weighted Volume in Seconds" on page 107.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

 3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

 ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

 ◆ **Stopped** when a Business Process profile is stopped.

 4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

 5 **Held Status Since.** The date and time of the last status (color) change of the CI.

 6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

 7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

 8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

 9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Best Child Sentence

The tooltip is displayed for a KPI whose associated rule is "Best Child Rule" on page 108.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

 ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

 ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Invisible Children. The number of child CIs of the selected CI, that exist in the CMDB, are hidden in the current view, and have at least one KPI assigned to them. This parameter is displayed as: **Hidden child CIs (with attached KPIs)** in the tooltip itself. For details on Invisible Children, see "Find Visible and Hidden Child CIs Option" in *Using Dashboard*.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Customer Sentence

The tooltip is displayed for a KPI whose associated rule is "Customer Rule" on page 109.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Diagnostics WS Operation Percentile Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics WS Operation Percentile Performance Rule" on page 117.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. Can be defined as OK, Warning or Critical.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Under threshold calls. The number of calls that are under the threshold defined for the Availability KPI.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Diagnostics WS Operation Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics WS Operation Performance Rule" on page 119.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. Can be defined as OK, Warning or Critical.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Avg. Response Time. The average response time for the parent transaction during a time period up to the last received update.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Diagnostics WS Operation Throughput Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics WS Operation Throughput Rule" on page 120.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. Can be defined as OK, Warning or Critical.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Calls per minute. The number of calls per minute to the selected Web service(s) or Operation(s).

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Diagnostics for J2EE General Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics for J2EE/.Net General" on page 121.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. Can be defined as OK, Warning or Critical.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Description. Describes the reason for the status. For example, a **Critical** status for a transaction, may be explained in the Description field as follows: 15% violation on latency. This would indicate that the average latency of the transaction exceeded the threshold that was set in Diagnostics by 15% and therefore the status of this transaction is defined as critical.

5 Platform. Indicates the platform (J2EE or .NET) on which the monitored application is running.

6 Server Time. (BPM Transaction tooltips only.) The average time taken for the server to process the transaction.

7 Server Requests Count. (BPM Transaction tooltips only.) The amount of server requests over the last five minute period.

8 Average Time. (Probe tooltips only): The average latency of all of the server requests on the Virtual Machine monitored by the Probe over the last five minute period.

9 Exceptions Count. The amount of exceptions generated over the last five minute period.

10 Timeout Count. The amount of timeouts that occurred during the last five minute period.

11 Max Time. The maximal time a Mercury Diagnostics transaction has run in seconds.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Dollar Impact Over Time Sentence

The tooltip is displayed for a KPI whose associated rule is "Impact Over Time Rule" on page 143.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

5 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

6 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

7 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

8 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

9 **Business Loss.** The financial loss calculated for the CI.

See Also...

Dollar Impact Sentence

Tooltip Parameters

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

5 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

6 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

7 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

8 Description. A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

9 Business Loss. The financial loss calculated for the CI.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Downtime Sentence

Defines the tooltip used for CIs in downtime.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Held Status Since.** The date and time of the last status (color) change of the CI.

4 **Downtime Until.** The date and time that downtime is due to finish for a CI.

5 **Location.** The location of the CI if a location has been specified.

6 **Caused By.** The name of the KPIs that caused unavailability.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

EMS Sentence

The tooltip is displayed for a KPI whose associated rule is "EMS Simple Rule" on page 122.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

5 **Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

6 **Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

7 **Held Status Since.** The date and time of the last status (color) change of the CI.

8 **Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

9 Last Update. The date and time that the last update for the CI was received by Dashboard.

10 Description. A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

11 Description. A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Generic Formula Over Time Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Formula Rule" on page 124.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Formula.** The formula that is used to calculate the KPI status and value.

5 **Value.** The value of the field in the sample.

6 **Average.** The average status of the CI.

7 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

8 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

9 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

10 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Generic Sample Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Sample Rule" on page 129.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

  ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

  ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Value. The value of the field in the sample.

5 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Generic Sum of Values Over Time Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Sum of Values Over Time Rule" on page 133.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Value. The sum of the values of the fields in the sample.

5 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Generic Two Arguments Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Two Arguments Rule" on page 137.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Value. The result of the operation performed by the rule.

5 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Geo Map Sentence

The tooltip is displayed for status indicators in geographical maps. For details, see "Geographical Map Tooltips" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Location. The location of the CI if a location has been specified.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Held Status Since. The date and time of the last status (color) change of the CI.

4 Caused By. The name of the KPIs that caused unavailability.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

History

The tooltip is displayed for the History KPI. For details, see "Trend and History Statuses" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 History Type. The type of history.

3 Historical Worst. The worst status for the CI over a period of time.

4 Historical Average. The average status for the CI over a period of time.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

HP OpenView Service Navigator Sentence

The tooltip is displayed for a KPI whose associated rule is "HP OpenView Service Navigator Rule" on page 141.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Description. A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

5 Severity. The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

6 Held Status Since. The date and time of the last status (color) change of the CI.

7 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

8 Last Update. The date and time that the last update for the CI was received by Dashboard.

9 Description. A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

10 Owned By. The owner of the CI in HP OpenView (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

HP Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is "HP Worst Child Rule" on page 142.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Locations Grouped Parent Rule

The tooltip is displayed for a KPI whose associated rule is "Locations Grouped Parent Rule" on page 144.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Locations Grouped Rule

The tooltip is displayed for a KPI whose associated rule is "Locations Grouped Rule" on page 146.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

No Update Sentence

Internal.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Held Status Since. The date and time of the last status (color) change of the CI.

4 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

5 Last Update. The date and time that the last update for the CI was received by Dashboard.

6 Location. The location of the CI if a location has been specified.

7 Caused By. The name of the KPIs that caused unavailability.

8 Error Message. The error message that appears in the sample.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Number of Running Sessions Rule

The tooltip is displayed for a KPI whose associated rule is "Number of Running Sessions Rule" on page 149.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

 3 **Held Status Since.** The date and time of the last status (color) change of the CI.

 4 **Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

 5 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

 6 **Measurement.** The name of the measurement from SiteScope.

 7 **Monitor.** The monitor type that the CI represents.

 8 **Historical Worst.** The worst status for the CI over a period of time.

 9 **Historical Average.** The average status for the CI over a period of time.

10 **Trend.** The trend of the KPI's status.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Number of Tasks in Error Rule

The tooltip is displayed for a KPI whose associated rule is "Number of Tasks in Error Rule" on page 150.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Held Status Since. The date and time of the last status (color) change of the CI.

4 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

5 Last Update. The date and time that the last update for the CI was received by Dashboard.

6 Measurement. The name of the measurement from SiteScope.

7 Monitor. The monitor type that the CI represents.

8 Historical Worst. The worst status for the CI over a period of time.

9 Historical Average. The average status for the CI over a period of time.

10 Trend. The trend of the KPI's status.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Percent Sentence

The tooltip is displayed for a KPI whose associated rule is "Percentage Rule" on page 151.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Score. The percentage of green and yellow child CIs. This will be a weighted percentage if any of the child CIs have a weight > 1 (check this by viewing the tooltips for the child CIs).

Note that Dashboard is calculating status using the refined percentage method if a percentage is displayed for **Score** and the group or subgroup status is yellow.

If Dashboard is calculating status for the group/subgroup using the dominant child method, the message **n/a (Using dominant child)** is displayed.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

10 Invisible Calculated Children. All of the child CIs belonging to other views, which are connected to this CI but do not belong to this view.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Real Transaction Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Availability" on page 111.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **CI Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

4 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

5 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

6 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

8 **Failed TX Count.** The number of transactions that failed.

9 Total TX Count. The total of the number of transactions that failed and the number of late transactions.

10 % Available TX. The percentage of available transactions.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Real Transaction Monitor Failed Business Impact

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Failed Tx Business Impact" on page 112.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 CI Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

4 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

5 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

6 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

7 Failed TX Impact. The financial loss (in $) due to transactions that failed.

See Also...

Real Transaction Monitor Late Business Impact

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Late Tx Business Impact" on page 113.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 CI Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

4 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

5 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

6 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

7 **Late TX Impact.** The financial loss (in $) due to transactions that were late.

See Also...

Real Transaction Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Performance" on page 115.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 CI Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Held Status Since. The date and time of the last status (color) change of the CI.

4 Last Update. The date and time that the last update for the CI was received by Dashboard.

5 Avg. Response Time. The average response time for the parent transaction during a time period up to the last received update.

6 Response Time Threshold. The threshold of the response time as provided by the Deep Transaction Tracing sample.

7 Min Response Time. The minimum response time as provided by the Deep Transaction Tracing sample.

8 Max Response Time. The maximum response time as provided by the Deep Transaction Tracing sample.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Real Transaction Monitor Total Business Impact

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Total Tx Business Impact" on page 116.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **CI Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

4 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

5 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

6 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

7 **Total TX Impact.** The financial loss (in $) due to transactions that failed added to the transactions that were late.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Bandwidth

The tooltip is displayed for a KPI whose associated rule is "RUM Bandwidth Rule" on page 157.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Bandwidth. The number of bytes that represents the traffic in and out of Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Component Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Component Availability Rule" on page 158.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Component Availability. The availability of the Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

RUM Event Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Event Monitor Volume Rule" on page 159.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Volume. The number of hits in Real User Monitor.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Latency

The tooltip is displayed for a KPI whose associated rule is "RUM Latency Rule" on page 160.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Latency. The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.

 3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

 ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

 ◆ **Stopped** when a Business Process profile is stopped.

 4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

 5 **Held Status Since.** The date and time of the last status (color) change of the CI.

 6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

 7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

 8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

 9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

 ### See Also...

 ➤ "Cloning a Tooltip" on page 462

 ➤ "Overriding Existing Tooltips" on page 463

 ➤ "Specifying the Tooltip Details" on page 464

 ➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Page Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Availability Rule" on page 161.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Page Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Performance Rule" on page 163.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462
➤ "Overriding Existing Tooltips" on page 463
➤ "Specifying the Tooltip Details" on page 464
➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Page Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Volume Rule" on page 164.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Volume. The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Session Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Availability Rule" on page 165.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Session Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Performance Rule" on page 166.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Session Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Volume Rule" on page 168.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Volume. The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Transaction Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Availability Rule" on page 169.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Availability. The percentage of time the page was available, for a Real User Monitor CIs.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Transaction Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Performance Rule" on page 171.

Tooltip Parameters

For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Performance. The average download time, for a Real User Monitor CI.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462
➤ "Overriding Existing Tooltips" on page 463
➤ "Specifying the Tooltip Details" on page 464
➤ "Specifying the Tooltip Parameter Details" on page 465

RUM Transaction Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Volume Rule" on page 172.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Volume. The number of hits in Real User Monitor.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Held Status Since. The date and time of the last status (color) change of the CI.

6 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

SAP Alert Status Sentence

The tooltip is displayed for a KPI whose associated rule is "SAP Alerts Rule" on page 173.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Alert Description. The full description of the alert.

2 Short Name. The name of the SAP CCMS measurement where the alert occurred.

3 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

4 Calculation Rule. The name of the rule that calculates the KPI status or value.

5 Severity. A number indicating the severity of the alert as it appears in the SAP system

6 State. The SAP state of the alert: **Active**.

7 Open Time. The date and time when the alert was issued.

8 Held Status Since. The date and time of the last status (color) change of the CI.

9 Last Update. The date and time that the last update for the CI was received by Dashboard.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Sessions Custom Data Rule

The tooltip is displayed for a KPI whose associated rule is "Sessions Custom Data Rule" on page 175.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 **Held Status Since.** The date and time of the last status (color) change of the CI.

4 **Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

5 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

6 **Measurement.** The name of the measurement from SiteScope.

7 **Monitor.** The monitor type that the CI represents.

8 Historical Worst. The worst status for the CI over a period of time.

9 Historical Average. The average status for the CI over a period of time.

10 Trend. The trend of the KPI's status.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope WS Operation Percentile Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "SiteScope WS Operation Percentile Performance Rule" on page 176.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Under threshold calls. The number of calls whose Availability is below the Availability threshold.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope WS Operation Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "SiteScope WS Operation Performance Rule" on page 178.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Avg. Response Time. The average response time for the parent transaction during a time period up to the last received update.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope Measurement Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Rule" on page 179.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Error Message. The error message that appears in the sample.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Measurement. The name of the measurement from SiteScope.

9 Monitor. The monitor type that the CI represents.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope Measurement Siebel Processes Rule

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Siebel Processes Rule" on page 181.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

7 Measurement. The name of the measurement from SiteScope.

8 Monitor. The monitor type that the CI represents.

9 Historical Worst. The worst status for the CI over a period of time.

10 Historical Average. The average status for the CI over a period of time.

11 Trend. The trend of the KPI's status.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope Measurement Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Time-Based Rule" on page 182.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Measurement. The name of the measurement from SiteScope.

9 Monitor. The monitor type that the CI represents.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SiteScope Measurement with Custom Data Rule

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement with Custom Data Rule" on page 183.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

7 Measurement. The name of the measurement from SiteScope.

8 Monitor. The monitor type that the CI represents.

9 Historical Worst. The worst status for the CI over a period of time.

10 Historical Average. The average status for the CI over a period of time.

11 Trend. The trend of the KPI's status.

See Also...

SiteScope Monitor Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Monitor Availability Rule" on page 184.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

7 Monitor. The monitor type that the CI represents.

8 Host. The name of the machine associated with the monitor.

See Also...

SiteScope Monitor Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Monitor Time-Based Rule" on page 185.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Monitor. The monitor type that the CI represents.

9 Host. The name of the machine associated with the monitor.

See Also...

Sitescope Vertical Measurement

The tooltip is displayed for a KPI whose associated rule is "SiteScope Vertical Measurement" on page 186.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

 7 Measurement. The name of the measurement from SiteScope.

 8 Monitor. The monitor type that the CI represents.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

SLM PNR Rule

The tooltip is displayed for a KPI whose associated rule is "Dashboard PNR Rule" on page 110.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

 1 Node Name. The name of the CI.

 2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

 ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

 ◆ **Stopped** when a Business Process profile is stopped.

 3 Calculation Rule. The name of the rule that calculates the KPI status or value.

 4 SLA. The name of the SLA attached to this CI.

 5 Tracking Period. The tracking period used to calculate the PNR. For details, see "Defining an SLA: Properties" in *Application Administration*.

6 Time Interval. The time interval used for calculating PNR. For details, see "Time Intervals Overview" in *Application Administration*.

7 Calculation Time. The last calculation time on the Business Logic Engine machine.

8 Pnr Time Left. The amount of time left for that measurement before the SLA is in breach of contract.

9 Max Unavailability. The maximum time that the item may be unavailable, according to the SLA.

10 PNR Availability. The item's SLA availability percentage the last time data was polled.

11 Target Availability. The percentage of time that the item must be available in order to match in the 'Exceeded' threshold, according to the SLA.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Stopped Sentence

Defines the tooltip used for stopped CIs.

The tooltip does not have associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Held Status Since. The date and time of the last status (color) change of the CI.

4 Location. The location of the CI if a location has been specified.

5 Caused By. The name of the KPIs that caused unavailability.

See Also...

Sum of Values for KPI Sentence

The tooltip is displayed for a KPI whose associated rule is "Sum of Values Rule" on page 188.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Total.** The total number of hits/transactions for Real User Monitor.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Sum of Volume

The tooltip is displayed for a KPI whose associated rule is "Sum of Volume Rule" on page 190.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Summary of Values for KPIs

The tooltip is displayed for a KPI whose associated rule is "Summary of Values Rule" on page 190.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Total. The total number of hits/transactions for Real User Monitor.

5 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

Transaction Availability Sentence

The tooltip is displayed for a KPI whose associated rule is "Transaction Availability Rule" on page 191.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

   ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

   ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Avg. Availability. The percentage of successful runs for the parent transaction during a time period up to the last received update.

6 Average For. The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 Last Update. The date and time that the last update for the CI was received by Dashboard.

8 Major. One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 Minor. One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

12 Transaction. The name of the parent transaction for the CI.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Transaction Response Sentence

The tooltip is displayed for a KPI whose associated rule is "Transaction Performance Rule" on page 192.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 **Avg. Response Time.** The average response time for the parent transaction during a time period up to the last received update.

6 **Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

8 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

12 **Transaction.** The name of the parent transaction for the CI.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Transactions Grouped Parent Rule

The tooltip is displayed for a KPI whose associated rule is "Transactions Grouped Parent Rule" on page 193.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

  ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

  ◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Held Status Since.** The date and time of the last status (color) change of the CI.

5 **Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Transactions Grouped Rule

The tooltip is displayed for a KPI whose associated rule is "Transactions Grouped Rule" on page 195.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Message. The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may be the retrieval time and file size or it may include specific parameters for a server component.

6 Last Update. The date and time that the last update for the CI was received by Dashboard.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Trend

The tooltip is displayed for the Trend KPI. For details, see "Trend and History Statuses" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Trend. The trend of the KPI's status.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is "Worst Child Rule" on page 197.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 Node Name. The name of the CI.

2 Status. The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 Calculation Rule. The name of the rule that calculates the KPI status or value.

4 Held Status Since. The date and time of the last status (color) change of the CI.

5 Invisible Children. The number of child CIs of the selected CI, that exist in the CMDB, are hidden in the current view, and have at least one KPI assigned to them. This parameter is displayed as: **Hidden child CIs (with attached KPIs)** in the tooltip itself. For details on Invisible Children, see "Find Visible and Hidden Child CIs Option" in *Using Dashboard*.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

WS Operation Availability Sentence

The tooltip is displayed for a KPI whose associated rule is "WS Operation Availability Rule" on page 199.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "Working with the Tooltips Repository" on page 460.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ◆ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)

- ◆ **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Held Status Since.** The date and time of the last status (color) change of the CI.

5 **Average Availability.** The average availability for the parent transaction during a time period up to the last received update.

6 **Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

8 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 Warning. One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 Informational. One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

See Also...

➤ "Cloning a Tooltip" on page 462

➤ "Overriding Existing Tooltips" on page 463

➤ "Specifying the Tooltip Details" on page 464

➤ "Specifying the Tooltip Parameter Details" on page 465

Tooltip Parameter Details

The following table lists the details that may be specified for the tooltip parameters:

Attribute	Description
Display Label	The name of the tooltip parameter displayed in the tooltip.
Value Prefix	The text that appears before the value of the tooltip parameter. For example: Greater than.
Value Source	Indicates where to take the value of the item for the KPI.
Value Postfix	The text that appears after the value of the tooltip parameter. For example: %.

Attribute	Description
Available Formatting Methods	Lists the available methods for formatting the value of the tooltip parameter. For example: toLowerCase.
Formatting Method	The method selected from the Available Formatting Methods list. For details about the methods, see "Formatting Methods" on page 21.

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