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for the Windows and Solaris operating systems

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CI Attribute Customization

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Welcome to This Guide

This guide describes how to manage CITs (for example, create and edit CITs and edit relationships between CITs) and the repositories (for example, manage KPIs, rules, and context menus).

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How This Guide Is Organized

The guide contains the following chapters:

Part I CI Attributes Customization Reference

Describes how to create new CI types and relationships and edit existing ones. You can modify the CI type description and its attributes and qualifiers.

Part II Repositories

Describes the KPI Repository that includes the Key Performance Indicators (KPIs) available in Dashboard and Service Level Management, the Business Rules Repository that includes the rules available in Dashboard or Service Level Management, the Context Menus Repository that includes the context menus available in Dashboard, the Context Menu Items Repository that includes the context menu items available in Dashboard, and the Tooltips Repository that includes the tooltips available in Dashboard and enables you to manage tooltips.

Part III CI Attribute Customization User Interface

Describes, in detail, the pages and dialog boxes that are used to work with CIT customization and with the Dashboard and Service Level Management Repositories.

Who Should Read This Guide

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

- HP Business Availability Center administrators
- HP Business Availability Center platform administrators
- HP Business Availability Center application administrators
- HP Business Availability Center data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, have familiarity with ITIL concepts, and be knowledgeable about HP Business Availability Center in general and HP Universal CMDB technology specifically.

Getting More Information

For a complete list of all online documentation included with HP Business Availability Center, additional online resources, information on acquiring documentation updates, and typographical conventions used in this guide, see the *HP Business Availability Center Deployment Guide* PDF.

Part I

CI Attributes Customization Reference

1

CI Type Manager

This chapter includes the main concepts, tasks, and reference information for CI Type Manager.

This chapter describes:	On page:
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Note: CI Type Manager is read-only for HP Managed Software Solutions customers.

CI Types Overview

A CI can represent hardware, software, services, business processes, or any component of your IT infrastructure. CIs with similar properties are grouped under a CI type (CIT). Each CIT provides a template for creating a CI and its associated properties.

Every CI must belong to a CI type. The following are the main categories of CITs:

- **Business.** CITs that correspond to the logical elements of your business, such as processes and organizational groups.
- **Dynamic Node Factory.** CITs that dynamically generate CIs in response to incoming data from your data sources.
- **IT Process.** CITs that correspond to changes that occur in your IT infrastructure.
- **Monitor.** CITs that handle incoming metrics collected from your business universe.
- **System.** CITs that correspond to the physical elements (hardware and software) installed in your business environment.

The CITs are arranged in a tree structure under these categories. You can browse the CI Type model by expanding the tree in the CI Types pane. You can also define new CITs to match your business needs. For details on defining new CITs, see "Create Configuration Item Type Wizard" on page 561.

CI Type Attributes

Every CI type has attributes which define it such as name, description and default value. The CITs grouped under other CITs in the CI Type tree inherit attributes from the higher-level CITs. You can view the inheritance relationships between the CITs by selecting a CIT in the CI Types pane. The selected CIT appears in the topology map along with its neighbors.

When you define a new CI type, you first select a Base Configuration Item Type from a list of existing CITs. Your new CIT inherits the attributes of that CIT. You can then set the attributes for it using the Attributes page of the Create Configuration Item Type Wizard. You can edit the attributes of an existing CIT by selecting a CIT from the tree and selecting **Edit CIT** from the context menu. For details on CIT attributes, see "Attributes Page" on page 563.

Every CIT must have at least one key attribute. A key attribute is an attribute that is used as an identifier of the CIT. Key attributes must be defined for CIs of that type. You can assign as many key attributes as you want to a given CIT. If you do not assign a key attribute when defining a new CIT, the CIT is created, but it remains abstract, that is, you are unable to create instances of it (you are prompted to include the ABSTRACT_CLASS qualifier on the Qualifier page of the wizard).

CIT Relationships

A relationship defines the link between two CIs. Relationships represent the dependencies and connections between the entities in your IT environment. The same attributes defined for CITs are also defined for relationships. You can also assign key attributes for relationships but it is not required. For details on defining new relationship types, see "Create Configuration Item Type Wizard" on page 561.

Create a CI Type

You create a CIT using the Create CI Type wizard, according to the following workflow:

Define the CI Type

Enter the name, description and base configuration item type for the new CIT. For details, see "Information Page" on page 562.

Set the CIT Attributes

Edit the attributes of the new CIT and define key attributes for it. For details, see “Attributes Page” on page 563.

Assign Qualifiers to the CIT

Assign qualifiers to the definition of the new CIT. For details, see “Qualifiers Page” on page 565.

Assign an Icon to the CIT

Select an icon to assign to the new CIT. For details, see “Icon Page” on page 566.

Customize the CIT Menu

Select the menu items and commands to appear in the shortcut menu for the new CIT. For details, see “Menu Page” on page 568.

Define the CIT Default Label

Define the attributes to appear in the CIT label. For details, see “Default Label Page” on page 570.

Viewing Descriptions for CITs and Relationships

You can view a complete list of available CI types in tree format in the left pane of CI Type Manager. You can search incrementally for a specific CI type as described in “CI Type Manager” on page 559. To see a description for a particular CIT, select it from the tree and hold the pointer over the icon which corresponds to it in the topology map. A tooltip containing a description of the CIT is displayed.

For relationships, select **Relationship Tree** in the left pane.and search incrementally by the first letter of the relationship. Select the relationship you want and hold the pointer over its icon in the topology map to display a tooltip containing a description of the relationship.

You can also view a list of relationships in “Relationship Definitions” in *Reference Information*.

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System Type Manager

This chapter includes the main concepts, tasks, and references for System Type Manager.

This chapter describes:	On page:
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System Type Manager Overview

System Type Manager enables you to create a predefined list whose values define an attribute type. You can create a definition for the following attribute types:

- **List**. Enables you to create a predefined list of values, for example, Location.
- **Enumeration**. Enables you to create a predefined list of values, as well as assign each value a color. Enumerations are designed to be used as severity value lists by states. For details on states, see "State Manager User Interface" in *IT World Model Management*.

Create List and Enumeration Definitions

This section describes the processes for creating List and Enumeration definitions.

Create a List Definition

Create a **List** definition of predefined values. For example, a List definition called Location might contain:

- New York
- Boston
- Baltimore

For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 573.

Create an Enumeration Definition

Create an **Enumeration** definition, which enables you to assign a color for each value on the list. For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 573. For an example of an Enumeration definition, see "Sample Enumeration Definition" on page 22.

Sample Enumeration Definition

You can create an Enumeration definition that describes a severity list for a state. For more details, see "Create/Update List/Enumeration Definition Dialog Box" on page 573.

To create a severity list:

1. Select **Admin** > **Universal CMDB** > **Modeling** > **CI Type Manager**.
2. In the toolbar, click the **System Type Manager** button to open the System Type Manager dialog box.
3. Click the **Add** button to open the Create List/Enumeration Definition dialog box.

Note: Alternatively, you can select **Admin** > **Universal CMDB** > **Settings** > **State Manager** and then click the **New Enumeration** button to open the Create List/Enumeration Definition dialog box.

---

4 Select **Enumeration**.

5 In the **Name** box, enter the required name.

6 (Optional) In the **Display Name** box, enter the required display name.

This example describes how to create the following severity list:

Key	Value	Severity Represented
0	Green	Normal
1	Orange	Major
2	Red	Critical

7 Click the **Add** button to create a new row.

8 In the **Value** box, enter Normal.

9 In the **Key** box, enter 0.

10 In the **Color** section, select **Green**.

11 Click the **Add** button to create another row.

12 In the **Value** box, enter Major.

13 In the **Key** box, enter 1.

14 In the **Color** section, select **Orange**.

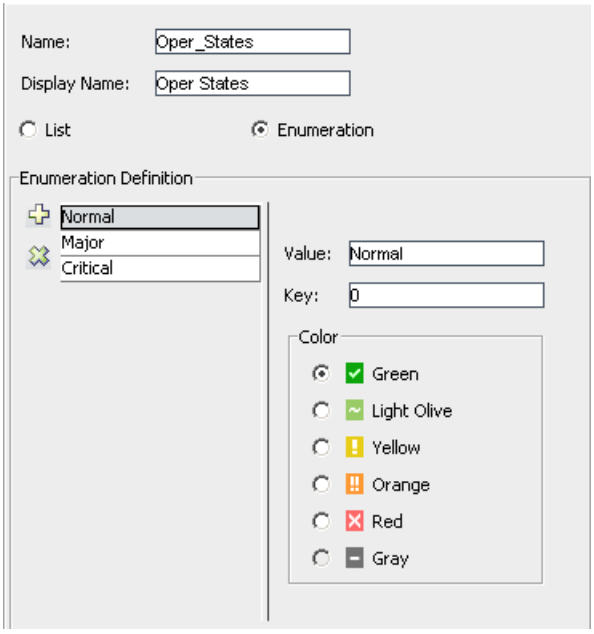
15 Click the **Add** button to create another row.

16 In the **Value** box, enter Critical.

17 In the **Key** box, enter 2.

18 In the **Color** section, select **Red**.

The following image shows the Enumeration Definition section after the changes:



19 Click **OK** to save your changes.

Part II

Repositories

3

Repositories

This chapter describes the KPI, business rule, Service Level Management rule, context menu, context menu item, and tooltip Repositories.

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Overview of the Repositories

HP Business Availability Center repositories provide definitions for objects in the HP 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 HP 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. For details about the Dashboard Repositories, see "Overview of the Dashboard Repositories" on page 29. For details about the Service Level Management Repositories, see "KPIs and Business Rules Repositories" in *Using Service Level Management*.

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.

Overview of the Dashboard Repositories

The Dashboard 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 "Overview of the KPIs Repository" on page 30.
- **Rules.** Provides definitions for the business rules used with the KPIs. For details, see "Overview of the Business Rules Repository" on page 33.
- **Context menus.** Provides definitions for the Configuration Items (CIs) menus used in the Dashboard or Service Level Management application. For details, see "Overview of the Context Menus Repository" on page 46.
- **Context menu items.** Provides definitions for the CI menu items that are used in the context menus. For details, see "Overview of the Context Menu Items Repository" on page 47.
- **Tooltips.** Provides definitions for the tooltips used to display CI information in the Dashboard or Service Level Management application. For details, see "Overview of the Tooltips Repository" on page 48.
- HP Professional 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 Customer Support 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**).

Overview of the KPIs Repository

The KPIs Repository page displays the list of factory (predefined) and customized KPIs. Those KPIs are available throughout HP 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 "KPI Repository Reference" on page 89. The Service Level Management KPIs Repository includes all of the KPIs that can be used in the Service Level Management application. For details, see "Overview of Service Level Management Business Rules" on page 41.

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 "KPIs Page" on page 360.

For details about creating or editing KPIs, see "KPIs Repository Page" on page 592.

This section includes the following topics:

➤ "KPI Value" on page 32

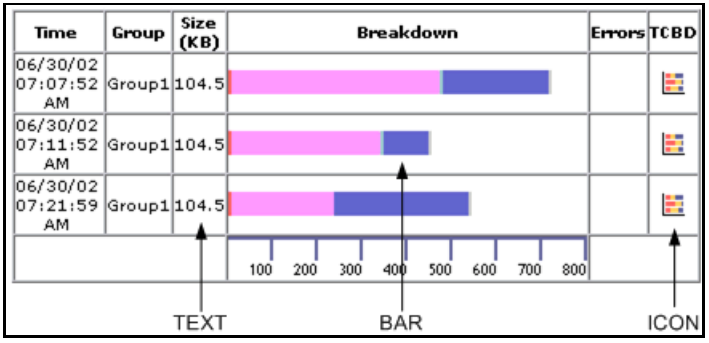
➤ "KPI Trend" on page 32

➤ "Dependent KPIs" on page 33

➤ "Notes" on page 33

KPI Type

The type of representation for the KPI can be: **ICON**, **TEXT**, **PNR_BAR**, **BAR** or **GROUPBAR**.



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

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

For more details about the PNR_BAR representation, see "Example–Attaching a PNR KPI to a CI" in *Using Dashboard*.

KPI Value

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.

KPI 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.

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.

Notes

- 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).
- If you delete a custom KPI that overrode the factory KPI, the original factory KPI is automatically restored.
- Make sure that you press the CTRL button when you select the rules. If you do not press the CTRL button, all of the preselected rules are disabled when you click the rule you want to add to the applicable rules.

Overview of the Business Rules Repository

The Rules Repositories page displays the list of factory (predefined) 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.

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 "Attach KPIs to CIs" in *Using Dashboard*.

In the adapter templates, which are used to map the entities in the data source to the configuration items (CIs) used by HP Universal CMDB, the business rule for each KPI is identified by an ID number. For a list of the rules ID numbers, see "List of Dashboard Business Rules" on page 135 or "List of Service Level Management Business Rules" on page 225.

The rule 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 "KPI Details Dialog Box" on page 594 and "Customize the Source Adapters" in *IT World Model Management*.

Notes:

- If you add a rule, a matching tooltip (with the same ID number) is automatically created. For more details, see "Tooltips Repository Page" on page 606.
- If you delete a custom rule that was created by overriding a factory rule, the original factory rule is restored.
- If you have created a new rule, you must attach it to a KPI.
- 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).
- Storing last sample details may require use of a large amount of memory, slowing down Dashboard or Service Level Management performance.

For details about creating or editing rules, see "Business Rules Repository Page" on page 580.

This section includes the following topics:

- "Business Rule Categories" on page 35
- "Status Calculations" on page 37
- "Business Rules Repository Global Parameters" on page 37
- "Hidden Parameters" on page 38
- "Last Sample Details" on page 39
- "Sample-Based and Time-Based Sampling" on page 40

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. A group rule looks only at its immediate children.

  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 *Using Dashboard*).

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 "List of Dashboard Business Rules" on page 135. For a list of the rules defined for Service Level Management, see "List of Service Level Management Business Rules" on page 225.

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 "List of Dashboard Business Rule Parameters" on page 209.

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 Page" on page 606.

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: “Understanding KPI Status” in *Using Dashboard*.

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 “Global Attributes Dialog Box” on page 590.

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 "Global Attributes Dialog Box" on page 590).

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 **<HP 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 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).

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 "View 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.

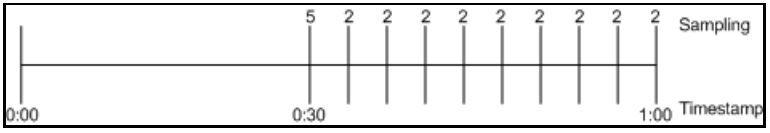
After setting the property in the Business Rules Repository, you must restart HP Business Availability Center for the changes to take effect.

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

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.

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

For more details about Service Level Management rules, see “List of Service Level Management Business Rules” on page 225.

For details about creating or editing rules, see "Business Rules Repository Page" on page 580.

This section includes the following topics:

- "Overview of Service Level Management Business Rules" on page 41
- "Real User Monitor Business Rules" on page 42
- "Outage Business Rules" on page 43
- "Six Sigma Rules" on page 44
- "SOA Rules" on page 45

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.

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.

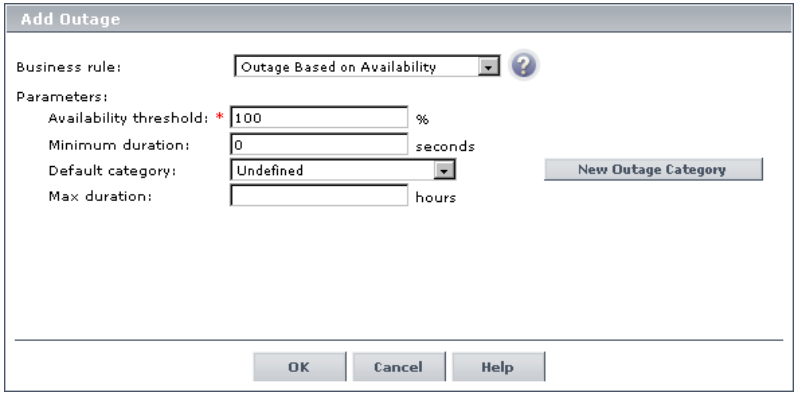
- **Sessions.** Service Level Management uses two rules to measure user experience: User Session Availability and User Session Performance. A session measures the time from when a user logs in until they close the Web browser. Results are calculated for hourly time periods. There are no outages on sessions.

- **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 "Add Outage Dialog Box" in *Using Service Level Management*.

Service Level Management uses the following rules to calculate outages:

- "BPM Outage" on page 237
- "Outage Based on Availability" on page 253
- "Outages Based on System Availability" on page 254
- "RUM Transaction Outage" on page 262
- "SiteScope Monitor Outage" on page 269
- "SiteScope Outage" on page 271
- "Web Service SiteScope Outage" on page 291

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 118.
- **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 121.

The following business rules measure Six Sigma compliance for HP Business Availability Center entities:

- "BPM Six Sigma Availability" on page 239
- "BPM Six Sigma Performance" on page 240
- "RUM Page Six Sigma Availability" on page 259
- "RUM Page Six Sigma Performance" on page 260
- "RUM Transaction Six Sigma Availability" on page 263
- "RUM Transaction Six Sigma Performance" on page 264
- "Six Sigma Group" on page 275
- "SiteScope Monitor Six Sigma" on page 271
- "SiteScope Six Sigma Availability" on page 274
- "SiteScope Six Sigma Performance" on page 274
- "SOA Diagnostics Six Sigma on Availability" on page 278
- "SOA Diagnostics Six Sigma on Performance" on page 278
- "SOA Six Sigma on Availability" on page 281
- "SOA Six Sigma on Performance" on page 281

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:

- "SOA Diagnostics Availability" on page 276
- "SOA Diagnostics Average Response Time" on page 276
- "SOA Diagnostics Average Throughput" on page 276
- "SOA Diagnostics Max. Response Time" on page 276
- "SOA Diagnostics Max. Throughput" on page 277
- "SOA Diagnostics Min. Response Time" on page 277
- "SOA Diagnostics Min. Throughput" on page 277
- "SOA Diagnostics Performance Percentile" on page 277
- "SOA Diagnostics Six Sigma on Availability" on page 278
- "SOA Diagnostics Six Sigma on Performance" on page 278
- "SOA SiteScope Availability" on page 278
- "SOA SiteScope Average Total Time" on page 279
- "SOA SiteScope Max. Total Time" on page 279
- "SOA SiteScope Min. Total Time" on page 280
- "SOA SiteScope Performance" on page 280
- "SOA Six Sigma on Availability" on page 281
- "SOA Six Sigma on Performance" on page 281

Overview of the Context Menus Repository

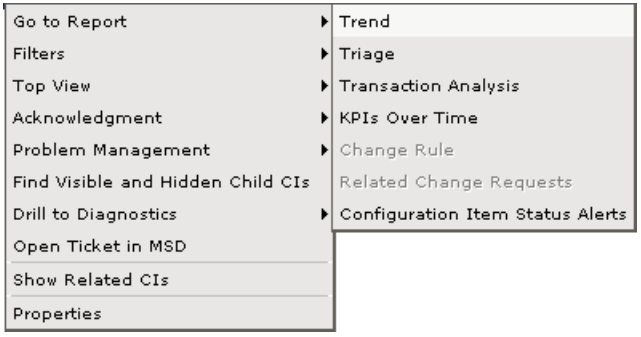
The Context Menu Repositories page displays the list of factory (predefined) context menus available throughout Dashboard to determine appearance and functionality for the CIs in the presentation layer.

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 "Context Menu Items Repository Page" on page 583.

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*.

For details about creating or editing context menus, see "Context Menu Repository Page" on page 587.

Note: The context menu items are referred to by their display name, not by the **Menu Entities** file name given in the Details window for each context menu in the Context Menus repository.

Overview of the Context Menu Items Repository

The Context Menu Items Repositories page displays the list of factory (predefined) 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 "List of Context Menu Items Detailed Description" on page 339.

For details about creating or editing context menu items, see "Context Menu Repository Page" on page 587.

Note: It is not recommended to:

- add new parameters to a pre-processor or post-processor class
- make changes to a pre-processor or post-processor class as it might change its behavior. Classes are built for specific context menus.

Overview of the Tooltips Repository

The Tooltips Repository page displays the list of factory (predefined) 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 KPI under a CI has a Details tooltip to display additional information for the CI.

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 or about creating or editing tooltips, see "Tooltips Repository Page" on page 606.

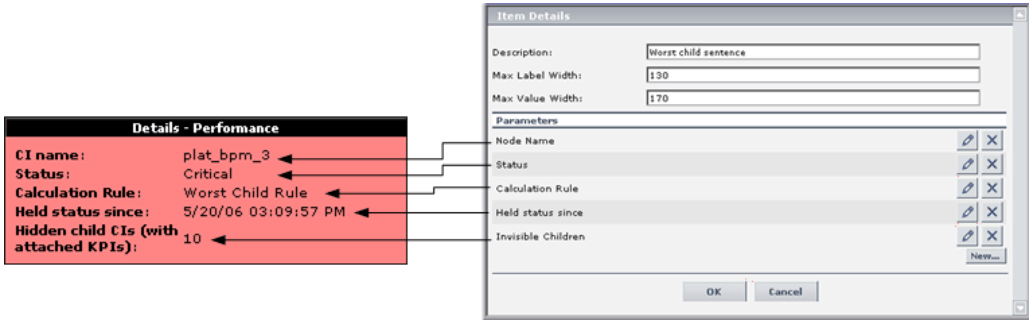
Note:

- 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.
- The order of the parameters in the Tooltip Parameters Details page reflects the order of the corresponding information in the tooltip in the application.
- 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.

Most of the tooltips used in Dashboard correspond directly to a rule. Each tooltip class has the same ID number as the rule it is associated with. For example, for the rule ID #2, Best Child Rule, there is a corresponding tooltip with ID #2, Best Child sentence.

The tooltip parameters correspond to the information displayed in the tooltip.

For example, the parameters of the Worst Child Sentence tooltip are displayed as entries in the tooltip and are listed in the same order as the order of the parameters in the tooltip definition.



Set Up a KPI

You set up a KPI by creating a new KPI or by editing an existing KPI.

This task includes the following steps:

- "Create a New KPI" on page 50
- "Edit an Existing KPI" on page 54
- "Specify the KPI Parameter Details" on page 54
- "Set a KPI and its Parameters Back to Default" on page 54

Create a New KPI

You can create a new customized KPI by:

- **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 a KPI, select a KPI and click **Clone** in the KPIs Repository page.
- **creating a new KPI –** You can create a new KPI that is not based on an existing KPI. To create a new KPI, click **New Item** in the KPIs Repository page.

  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 "KPIs Repository Page" on page 592.

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 uses the following steps:

- "Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI" on page 51
- "Create the New Rules" on page 53
- "Attach the New Rules to the New KPIs" on page 53.

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

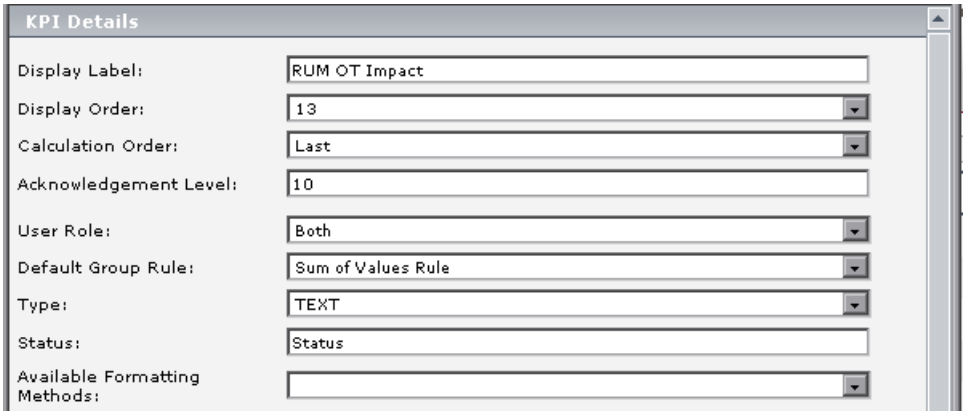
5. Click the **Clone** button. The cloned KPI appears in the Custom KPIs area.

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 "KPI Details Dialog Box" on page 594.

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



8 Click **OK**.

9 Repeat steps 4 through 8 to create the BPM OT Impact KPI.

The result is as follows:

Custom KPIs

	Id	Display Label	Applicable Sections
☑	2000	RUM OT Impact	Dashboard
☐	2001	BPM OT Impact	Dashboard

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 56.

Attach the New Rules to the New KPIs

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

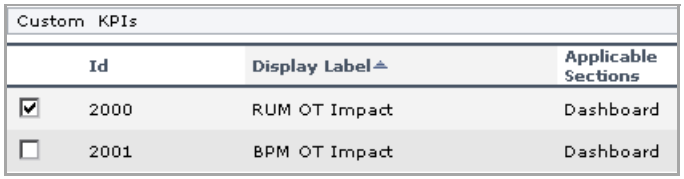
To add the context menu item to a context menu:

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.

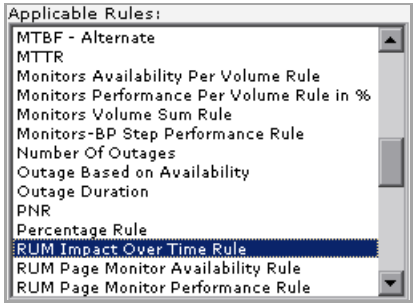
3 Select the **KPIs** tab menu option to open the KPIs page.

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



5 Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see “KPI Details Dialog Box” on page 594.

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 preselected 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 through 7 to attach the BPM Impact Over Time rule to the BPM OT Impact KPI.

Edit an Existing KPI

If required, 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.

The above operation adds the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization's specifications. For details, see "KPI Details Dialog Box" on page 594.

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

Specify the KPI Parameter Details

In the Parameter Details dialog box, you can modify existing detailed information or enter new information about the predefined default status KPI parameters. For details, see "Parameter Details Dialog Box (Rules)" on page 601.

Set a KPI and its Parameters Back to Default

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

To set a rule and its parameters back to default, select **Admin** > **Dashboard** or **Service Level Management** > **Repositories** > **KPIs**. In the **Custom KPIs** area, delete the copy of the KPI you want to return to default and click **OK**. The KPI and its parameters are returned to their defaults.

Set Up a Business Rule

You set up a business rule by creating a new business rule or by editing an existing business rule.

This task includes the following steps:

- "Create a New Business Rule" on page 55
- "Edit a Rule" on page 58
- "Attach the Rule to the KPI" on page 58
- "Specify the Rule Details" on page 58
- "Configure the Rules Global Parameters" on page 58
- "Display the Last Sample Details" on page 60
- "Set a Rule and its Parameters Back to Default" on page 61

Create a New Business Rule

You can create a new customized rule by:

- **cloning.** This consists in copying a factory (predefined) rule or a customized rule to use as a template. To clone a rule, select a rule and click **Clone** in the Business Rules Repository page.
- **creating a new rule.** You can create a new rule without using an existing rule as a template. To create a new rule, click **New Item** in the Business Rules Repository page.

  The above operations add the corresponding rule entry to the Custom Rules list.

  For details, see "Parameter Details Dialog Box (KPIs)" on page 600.

  You can then customize the new rule to your organization specifications. For details, see "Rule Details Dialog Box" on page 602.

Example Scenario - Creating New Rules

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

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.

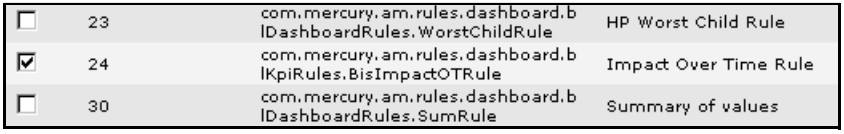
To create the rule:

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.bIDashboardRules.WorstChildRule	HP Worst Child Rule
☑	24	com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule	Impact Over Time Rule
☐	30	com.mercury.am.rules.dashboard.bIDashboardRules.SumRule	Summary of values

5 Click the **Clone** button.

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

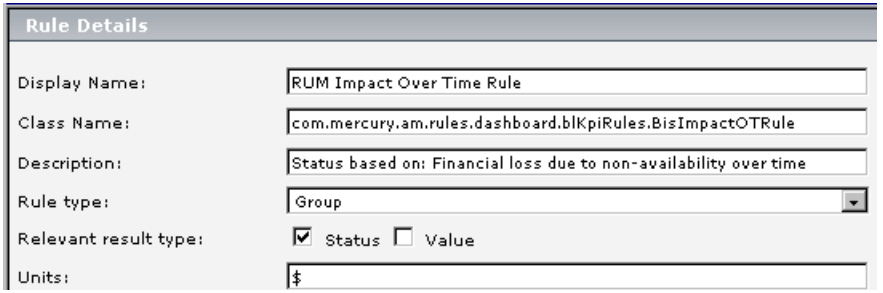
Custom Business Rules

	Id	Class Name	Display Name
☐	2000	com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule	Impact Over Time Rule

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

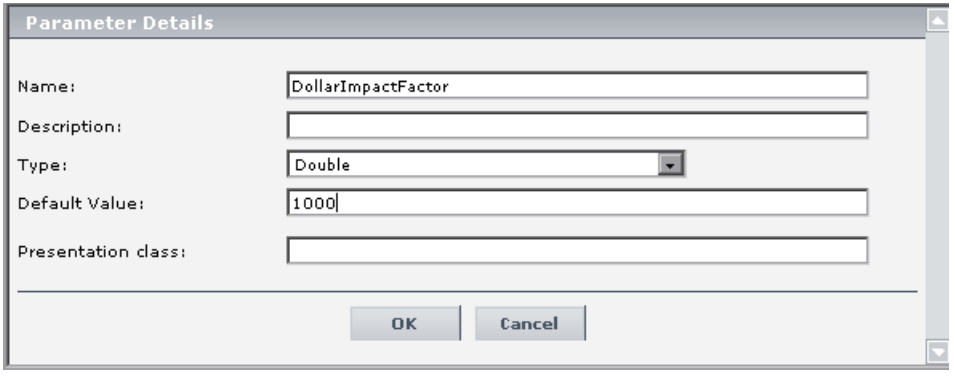
8 In the **Display Name** box, change the name of the rule to **RUM Impact Over Time**.

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



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.

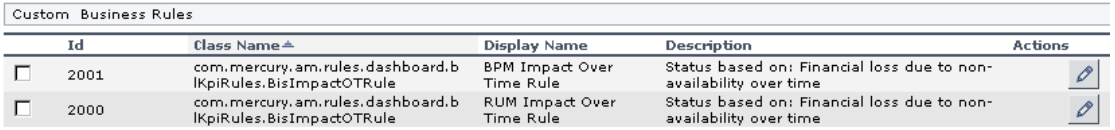


12 Click **OK** to save the changes to the parameter.

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

14 Repeat steps 4 on page 56 and 11 on page 57 to define the **BPM Impact Over Time** rule with a **DollarImpactFactor** of 500, and add - **for BPM** at the end of the description.

The result is as follows:



Custom Business Rules

	Id	Class Name	Display Name	Description	Actions
☐	2001	com.mercury.am.rules.dashboard.bIKpiRules.BisImpactOTRule	BPM Impact Over Time Rule	Status based on: Financial loss due to non-availability over time	
☐	2000	com.mercury.am.rules.dashboard.bIKpiRules.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 "Attach the New Rules to the New KPIs" on page 53.

Edit a Rule

You can edit an existing rule by overriding it (replacing it). You can then customize the overridden rule to your organization specifications.

For details, see "Rule Details Dialog Box" on page 602.

Attach the Rule to the KPI

If you have created a new rule, you must attach it to a KPI. For details, see "KPI Details Dialog Box" on page 594.

Specify the Rule Details

You can modify existing detailed information for the rule. For details, see "Rule Details Dialog Box" on page 602.

You can also modify existing information or enter new information about the rule parameters and the Objective parameters. For details, see "Parameter Details Dialog Box (Rules)" on page 601.

Configure the Rules Global Parameters

You can edit global parameters for all rules by accessing the Global Attributes page from the **Rules** page. For details, see "Global Attributes Dialog Box" on page 590.

For a list of the global attributes for rules, see "List of Rule Global Attributes" on page 224.

You can also modify existing information or enter new information for the global attributes. For details, see "Global Attributes Details Dialog Box" on page 591.

To globally edit all factory rules, access the Global Attributes Details dialog box and modify the appropriate parameters. For details, see "Global Attributes Details Dialog Box" on page 591.

You can specify:

- That the last sample information is presented in Dashboard or Service Level Management when clicking on the status icon. For details, see "Last Sample Details" on page 39.
- The type of history calculation (**HistoryType** parameter) to be used when calculating history status. For details, see "Global Attributes Dialog Box" on page 590.
- The time period (**HistorySize** parameter) used when calculating history and trend status. For details, see "Global Attributes Dialog Box" on page 590.
- That the CIs and KPIs value data is saved and displayed in the KPI Over Time with Value report. For details, see "KPIs Over Time Report" in *Using Dashboard*.
- The periodicity 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 Report" in *Using Dashboard*.
- That the trend is calculated (and displayed).

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.

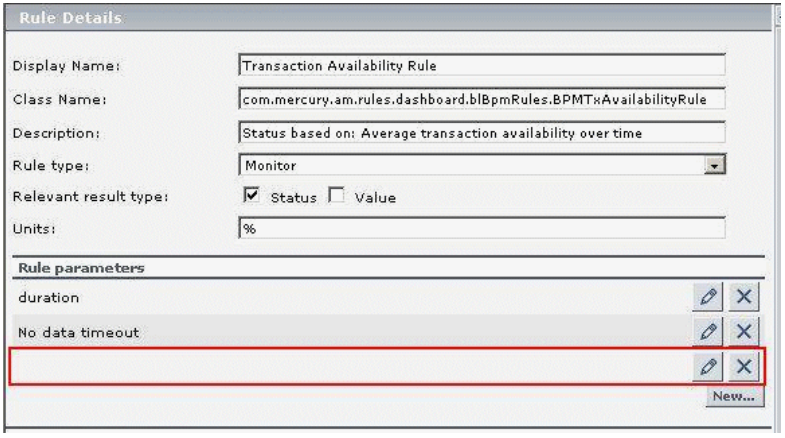
Display the Last Sample Details

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. For details, see "View 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.

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 and that the parameter does not appear in the Rule parameters list.)



➤ 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 details on editing global attributes, see "Global Attributes Dialog Box" on page 590.

After setting the property in the Business Rules Repository, you must restart HP 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.

Set 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, select **Admin** > **Dashboard** or **Service Level Management** > **Repositories** > **Rules**. In the **Custom Rules** area, delete the copy of the rule you want to return to default and click **OK**. The rule and its parameters are returned to their defaults.

Set Up a Context Menu

You set up a context menu by creating a new context menu or by editing an existing context menu.

This task includes the following steps:

- "Create a Customized Context Menu" on page 62
- "Edit a Context Menu Using Override" on page 62
- "Specify the Context Menu Details" on page 62
- "Specify the Menu Entity Details" on page 63
- "Set a Context Menu and its Parameters Back to Default" on page 63

Create a Customized Context Menu

You can create a new customized context menu by:

- **cloning.** You can create a customized context menu by cloning (copying) 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 clone a context menu, select a context menu and click **Clone** in the Context Menu Repository page.
- **creating a new context menu.** You can create a context menu without using an existing context menu as a template. To create a new context menu, click **New Item** in the Context Menu Repository page.

The above operations add the corresponding context menu entry to the Custom Context Menus list.

For details, see "Context Menu Repository Page".

You can then customize the new context menu or the overridden context menu to your organization specifications. For details, see "Context Menu Details Dialog Box".

Edit 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. For details, see "Context Menu Repository Page".

Specify 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. For details, see "Context Menu Details Dialog Box".

Specify the Menu Entity Details

In the **Menu Entity Details** page, you can either modify existing information or enter new information about the menu entity. For details, see "Menu Entity Details Dialog Box".

Set a Context Menu and its Parameters Back to Default

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

To set a context menu and its parameters back to default, select **Admin** > **Dashboard** or **Service Level Management** > **Repositories** > **Context Menus**. In the **Custom Context Menus** area, delete the copy of the context menu you want to return to default and click **OK**. The context menu and its parameters are returned to their defaults.

Set Up a Context Menu Item

You set up a context menu item by creating a new context menu item or by editing an existing context menu item.

This task includes the following steps:

- "Create a New Context Menu Item" on page 64
- "Edit a Context Menu Item Using Override" on page 74
- "Specify the Context Menu Items Details" on page 74
- "Specify the Processor Parameter Details" on page 74
- "Set a Context Menu Item and its Parameters Back to Default" on page 74

Create a New Context Menu Item

You can create a new context menu item by:

- **cloning.** This consists in copying a factory (predefined) or a customized context menu item to use as a template. To clone a context menu item, select a context menu item and click **Clone** in the Context Menu Items Repository page.
- **creating a new context menu item.** You can create a new context menu item without using an existing one as a template. To create a new context menu item, click **New Item** in the Context Menu Items Repository page.

The above operations add the corresponding context menu item entry to the Custom Menu Items list.

For details, see "Context Menu Repository Page" on page 587.

You can then modify the context menu item to customize it to your organization specifications. For details, see "Context Menu Item Details Dialog Box" on page 585.

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:

- "Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI" on page 51
- "Attach the New Rules to the New KPIs" on page 53

To view the final outcome of this scenario, see Step 9 in "Attach the New Rules to the New KPIs" on page 53.

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.

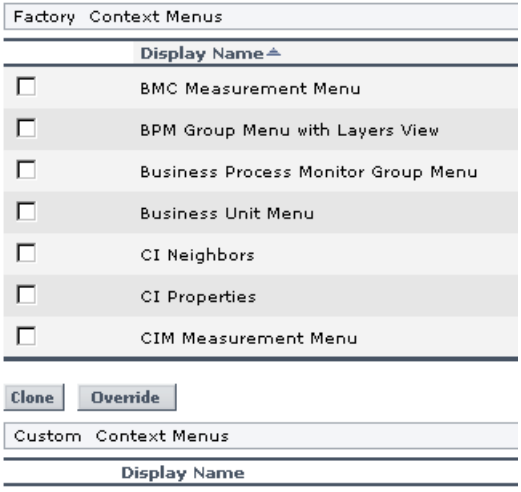
In order to create a context menu item, you can add a completely new menu item, or clone an existing one that is similar to what you need and edit its properties. In this scenario, a new menu item is created.

To create the new context menu item:

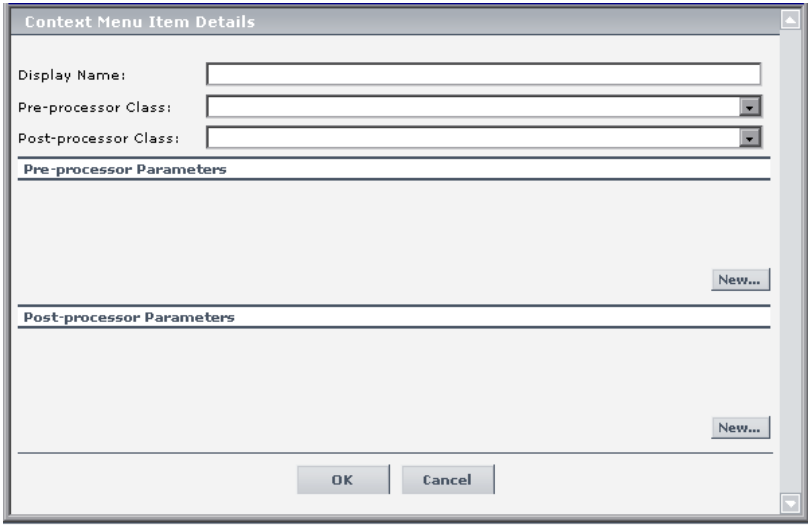
1 Select **Admin** > **Dashboard**.

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.



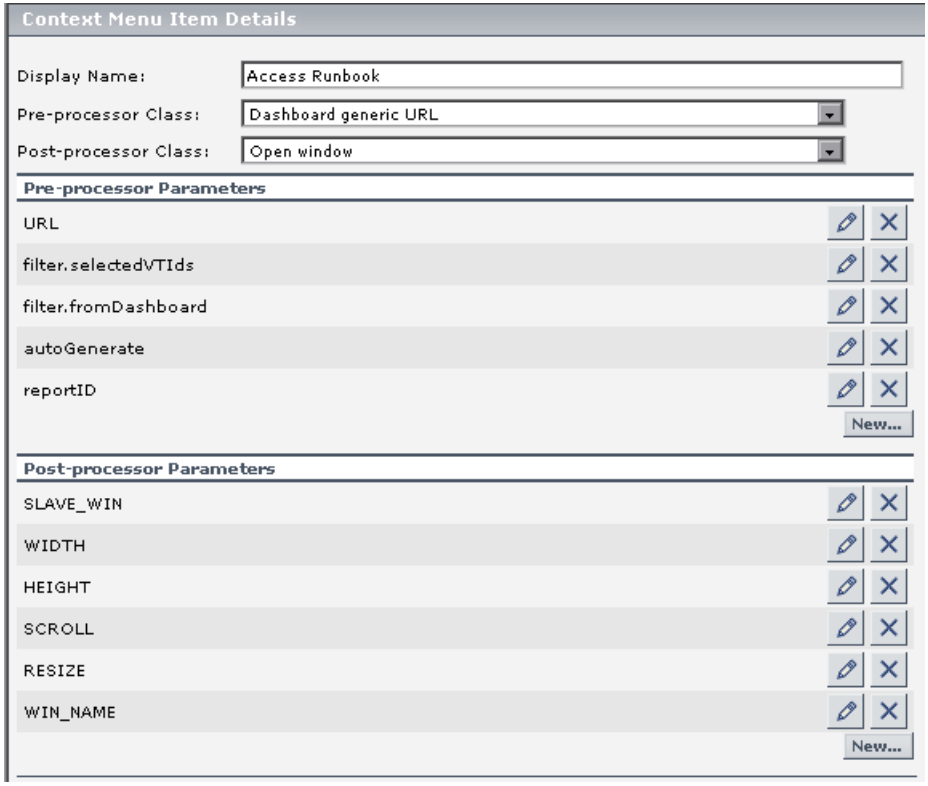
4 In the **Custom Context Menu Items** area, click **New Item** (located bottom-right) to create a new menu item. The Context Menu Item Details window is displayed.



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.



6 In the **Pre-processor Parameters** area, click the **Edit** button for the **URL** parameter to open the Pre-processor Parameter Details window.

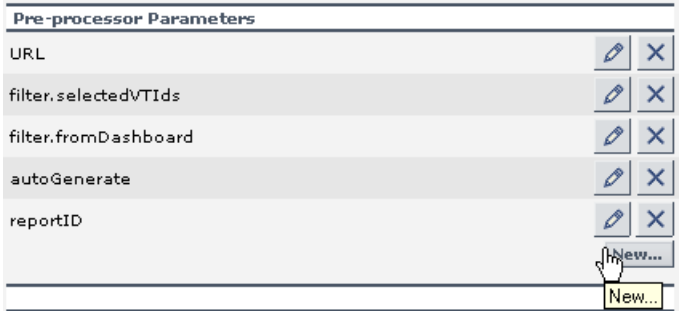
a In the **Value** box, enter the static part of the URL for the application Web page that the menu item will access, for example:
http://bacmon.nwie.net/ioc

b Leave the **Convert to** box empty.

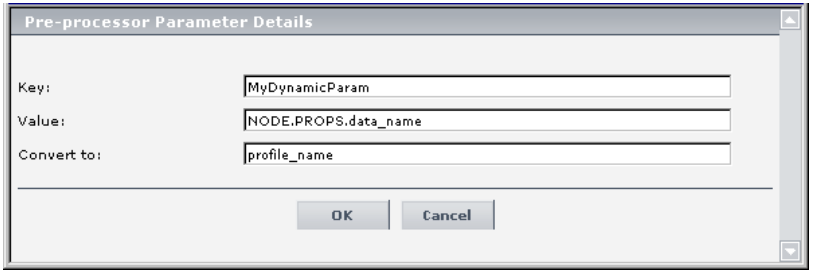
c Click **OK**.

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

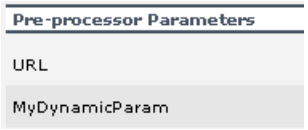
b In the **Value** box, enter NODE.PROPS.data_name

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.



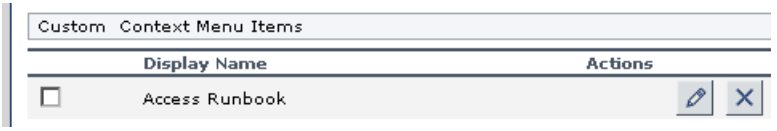
11 In the **Post-processor Parameters** area:

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.



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 "Create the RUM OT Impact KPI and the Business Process Monitor OT Impact KPI" on page 51.

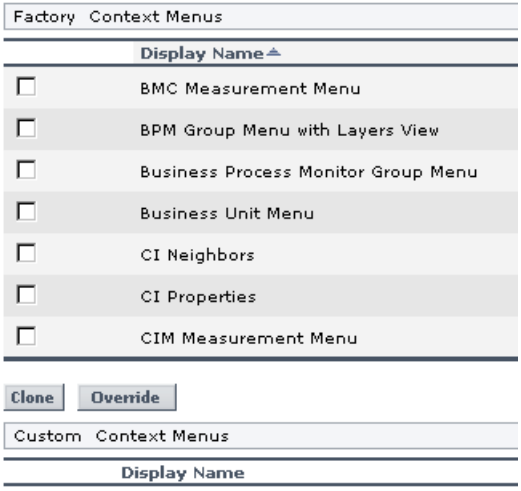
In order to edit a context menu, you override the context menu definition with a new custom context menu definition. The new version will replace the overridden version throughout Dashboard.

To add the context menu item to a context menu:

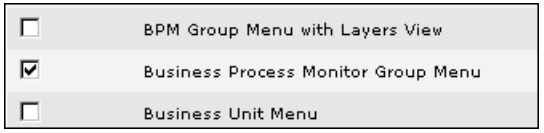
1 Select **Admin** > **Dashboard**.

2 Move your mouse pointer over the **Repositories** tab title and click the down arrow that appears.

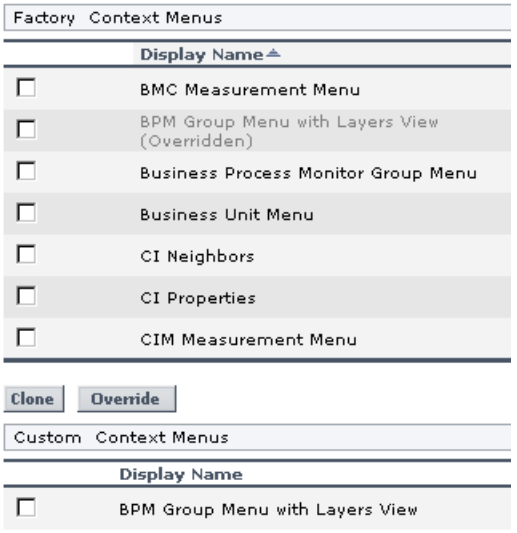
3 Select the **Context Menus** tab menu option to open the context menus page.



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**.

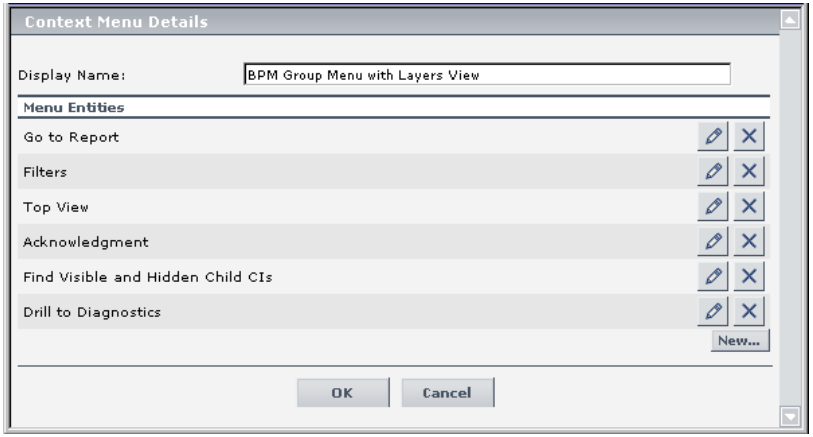


The context menus are shown as **Overridden** (disabled) in the **Factory Context Menus** area, and the copied versions of the menus are displayed in the **Custom Context Menus** area.



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.

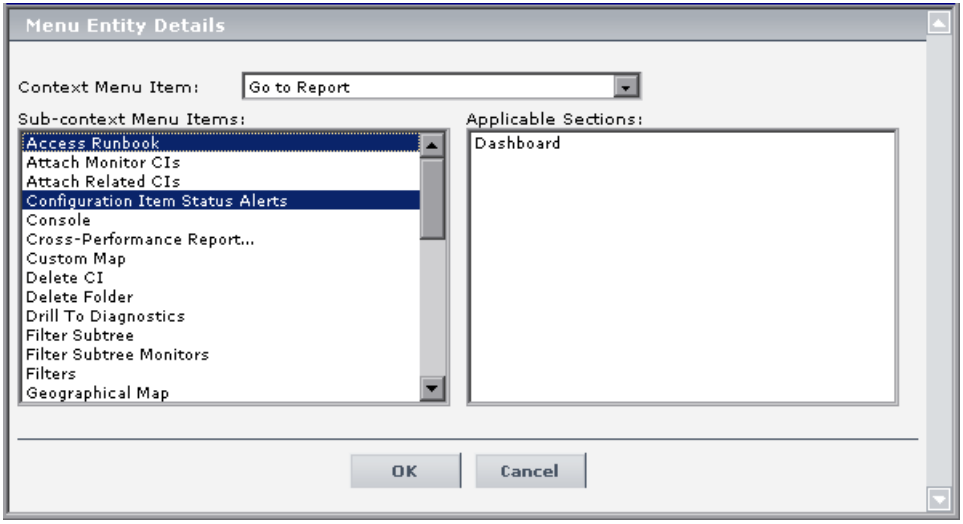
6 The **Menu Entities** area in the Context Menu Details window lists the options that are displayed at the first level of the context menu when it is opened in Dashboard. Click the **Edit** button for the **Go to Report** option.



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 cleared).

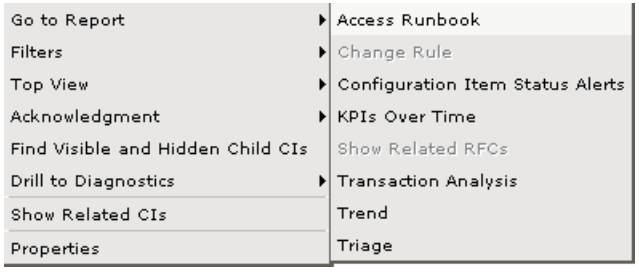


b Click **OK** to close the Menu Entity Details window.

8 Repeat steps 5 on page 71 through 7 on page 73 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.



Edit 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. For details, see "Context Menu Items Repository Page" on page 583.

Specify 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. For details, see "Context Menu Items Repository Page" on page 583.

Specify 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.

For details about the pre-processor parameters, see "Pre-Processor Parameter Details Dialog Box" on page 604.

For details about the post-processor parameters, see "Post-Processor Parameter Details Dialog Box" on page 605.

Set a Context Menu Item and its Parameters Back to Default

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

To set a context menu item and its parameters back to default, select **Admin** > **Dashboard** or **Service Level Management** > **Repositories** > **Context Menu Items**. In the **Custom Context Menu Items** area, delete the copy of the context menu item you want to return to default and click **OK**. The context menu item and its parameters are returned to their defaults.

Set Up a Tooltip

When you create a rule, a tooltip is automatically created. You can override or copy an existing tooltip and then modify it.

This task includes the following steps:

- "Create a Tooltip" on page 75
- "Specify the Tooltip Details" on page 77
- "Specify the Tooltip Parameter Details" on page 78
- "Set a Tooltip and its Parameters Back to Default" on page 79

Create a Tooltip

You can:

- create a new rule tooltip by cloning (copying) a factory or customized tooltip to use is as a template. To clone a tooltip, select a tooltip and click **Clone** in the Tooltips Repository page.
- replace an existing tooltip by overriding it. 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.

  For details, see "Tooltips Repository Page" on page 606.

  You can then modify the tooltip to your specifications. For details, see "Tooltip Details Dialog Box" on page 608.

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

Two new tooltips were created, when you created the two new rules: RUM Impact Over Time and SiteScope Impact Over Time. 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 76.

Stage 1: Edit the New Tooltips

You access the new tooltips and you change their description.

To edit the new tooltips:

1 Select **Admin** > **Dashboard**.

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

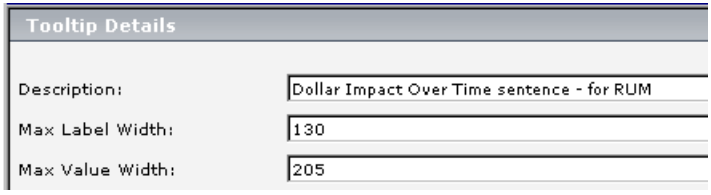
3 Select the **Tooltips** tab menu option to open the Tooltips page. The Custom Tooltips area displays the tooltips that correspond to the new rules you created:

Custom Tooltips

	Id	Description	Max Label Width	Max Value Width
☐	2001	Dollar Impact Over Time sentence	130	205
☐	2000	Dollar Impact Over Time sentence	130	205

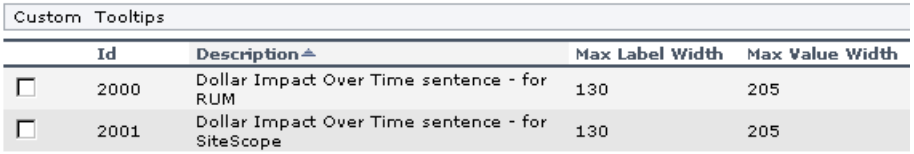
4 Click the appropriate **Edit Entity** button corresponding to tooltip 2000, to open the Tooltip Details dialog box.

5 In the **Description** box, add **- for RUM** at the end of the tooltip name.



6 Repeat steps 6 on page 52 through 5 on page 76 (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	Max Value Width
☐	2000	Dollar Impact Over Time sentence - for RUM	130	205
☐	2001	Dollar Impact Over Time sentence - for SiteScope	130	205

Specify the Tooltip Details

In the Tooltip Details window, you can either modify the information or enter new information. For details, see "Tooltip Details Dialog Box" on page 608.

You can also modify existing information or enter new information about the tooltips parameter details. For details, see "Tooltip Parameter Details Dialog Box" on page 609.

You can change the color of the border and header of a tooltip. For details, see "Modify the Tooltip Border and Header Colors" on page 82.

Example: Add a Last Sample Time Entry in a Tooltip

To display the last time the sampling was made in a tooltip, you must:

- keep the last sample information. For details, see "Last Sample Details" on page 39
- 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.

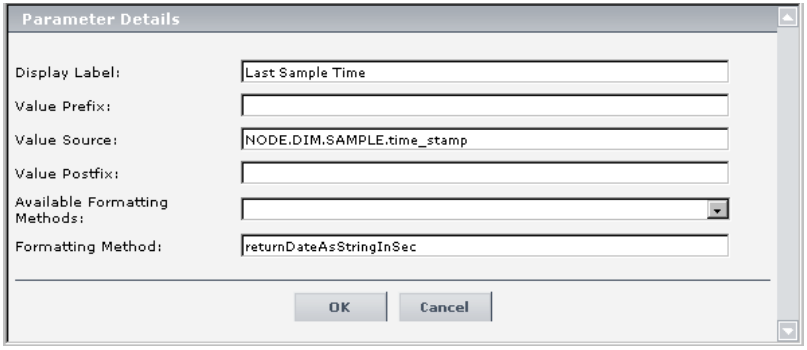
5 Click the relevant **Edit Entity** button, to open the Tooltip Details dialog box.

6 Click **New** to open the Parameter Details dialog box.

7 In the **Display Label** box, enter Last Sample Time.

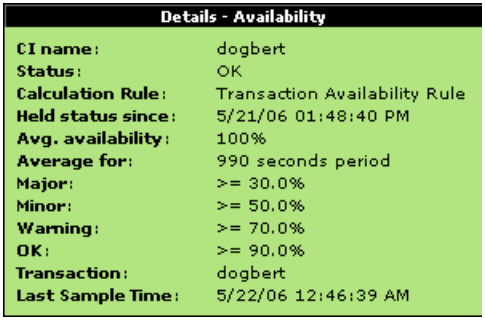
8 In the **Value Source** box, enter NODE.DIM.SAMPLE.time_stamp.

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:



Specify the Tooltip Parameter Details

In the Parameter Details window, you can either modify existing information or enter new information about the tooltip parameter. For details, see “Tooltip Parameter Details Dialog Box” on page 609.

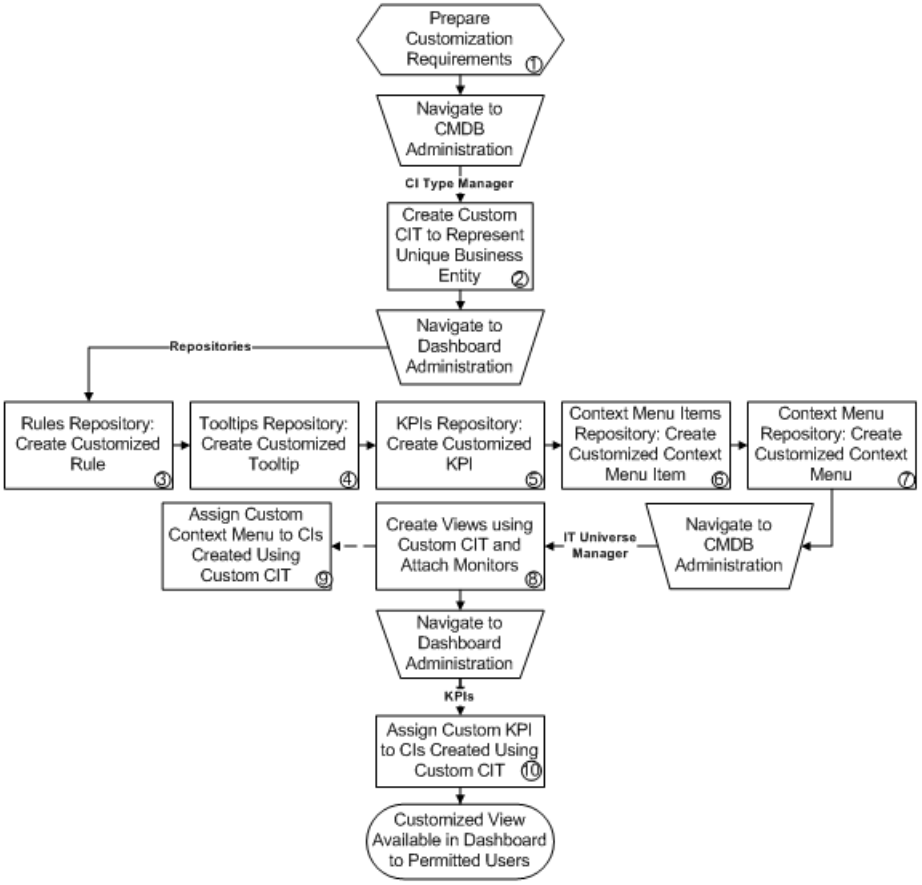
Set a Tooltip and its Parameters Back to Default

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

To set a tooltip and its parameters back to default, select **Admin** > **Dashboard** or **Service Level Management** > **Repositories** > **Tooltips**. In the **Custom Tooltips** area, delete the copy of the tooltip you want to return to default and click **OK**. The tooltip and its parameters are returned to their defaults.

How Do I Customize Dashboard Repository Entities to Model My Business World? A Sample Scenario

The flowchart below describes a sample scenario for a company that wishes to customize repository entities so that unique terminology and elements of the business can be seen in Dashboard. The numbered elements are referenced in the table on the following page, which provides additional details about the steps.

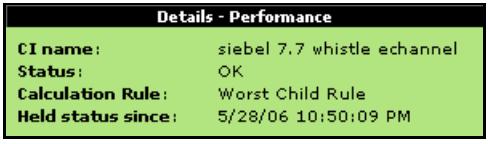


Ref. No.	Comments
1	A cruise ship company wishes to define the following unique business elements to see in Dashboard: a logical CI called Cruise Ship to add to views; a custom KPI to monitor the dollar impact of down time of monitored ship systems; a customized context menu for Cruise Ship CIs that includes a URL link to its fleet intranet site.
2	In CI Type Manager, the company's HP Business Availability Center administrator adds a new logical CI type called Cruise Ship to the Business folder. In the Attributes page, the administrator adds a new editable attribute, ship_serial_number, and marks the data_name attribute as the key attribute (since it serves as a unique identifier for each ship).
3	In the Business Rules repository, the administrator creates a customized rule to deal with the dollar impact of ship system non-availability by cloning the Impact Over Time Rule, renaming the cloned rule to Ship Impact Over Time Rule, and editing the DollarImpactFactor parameter to 1000 (to represent a dollar loss of $1,000 per hour).
4	In the Tooltips repository, the administrator edits the description of the new tooltip associated with newly created Ship Impact Over Time Rule that appears in the Custom Tooltips section to say: Dollar loss due to no availability on ship system
5	In the KPIs repository, the administrator creates a customized KPI to monitor the dollar impact of ship system non-availability by cloning the OT Impact KPI, renaming the cloned KPI to Ship OT Impact, and modifying the selected applicable rules—clearing Impact Over Time Rule and selecting Ship Impact Over Time Rule.
6	In the Context Menu Items repository, the administrator clones the Go to Report item, renames the cloned item Go to Ship, selects the Dashboard generic URL pre-processor class, edits the value of the URL parameter to the desired URL address, and selects the Open window post-processor class.

Ref. No.	Comments
7	In the Context Menus repository, the administrator clones the Group Menu, renames the cloned item Ship Group Menu, and edits Ship Group Menu to add Go to Ship as a new item in the Go to Report menu item list.
8	In IT Universe Manager, the administrator creates a new instance view called Cruise Ship Fleet, and adds a Cruise Ship CI for each ship in the fleet. The administrator attaches relevant SiteScope and Business Process Monitors that were previously configured to monitor ship systems.
9	When adding Cruise Ship CIs to views, the administrator assigns the Ship Group Menu as the context menu for the CIs. The menu will then be visible in Dashboard views.
10	After creating views that include the Cruise Ship CIs, in the Dashboard Administration KPIs tab the administrator assigns the new KPI Ship OT Impact to the Cruise Ship CIs. This KPI will then be visible in Dashboard views to users with appropriate permissions on the views.

Modify 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.

To modify the default color of the tooltip's header and border, open the Parameter Details dialog box, enter different colors in the **Color** box using the following syntax and save the changes:
<border_color>;<header_color>

where:

- **<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.

For details, see "Tooltip Parameter Details Dialog Box" on page 609.

Change the KPI Status Icons

Different icons are used for the KPI status for each range specified in the **From**/**To** fields.

If you want to customize the KPI status icons, 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.

Note: The recommended size for an icon should be 16x16 pixels.

This section includes the following topics:

➤ "Dashboard Status Icons Locations" on page 84

➤ "Dashboard Trend and History Status Icons Locations" on page 85

➤ "Dashboard Top View Status Icons Locations" on page 85

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 "KPI Details Dialog Box" on page 594.

➤ 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:

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

➤ **<HP 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:
<HP 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" in *Using Dashboard*.

Dashboard Top View Status Icons Locations

The directory where the icons are located is:
<HP 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 "KPI Details Dialog Box" on page 594.

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 Top View" in *Using Dashboard*.

Save Measurements Data

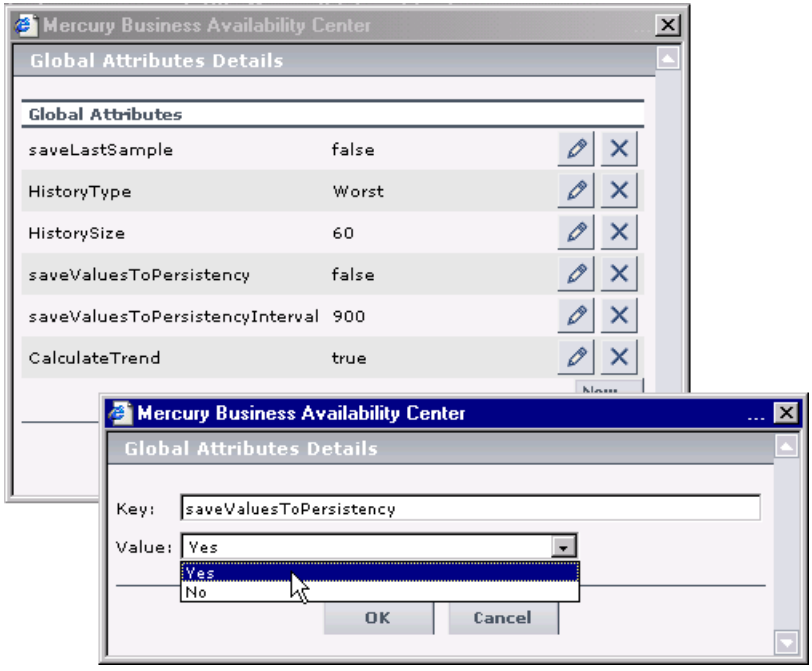
If required, the **Save KPI data over time for this CI** option in the Global Attributes Details dialog box can also be used to save the calculated measurement for each of the CI KPIs, at 15 minute intervals (default value). This is done by activating either the **saveValuesToPersistency** global attribute in the Rules Repository. You can also change the default interval by modifying the value of the **saveValuesToPersistencyInterval** option. For details, see "Global Attributes Details Dialog Box" on page 591.

Example

To activate Dashboard to save measurements data:

1. Access the **Dashboard Administration** > **Repositories** > **Business Rules** page.
2. Click **Edit Globals** (in the **Factory Rules** area).
3. In the **Global Attributes** list, click the **Edit** button for **saveValuesToPersistency**.

4 In the displayed Global Attributes Details window, change the **Value** parameter from No to **Yes**.



Click **OK**.

5 If you want to change the default interval (900 seconds) for collecting measurements data, then in the **Global Attributes** list, click the **edit** button for the **saveValuesToPersistencyInterval**, and modify the value.

Note: To avoid overloading the database memory, it is recommended that you do not define a shorter default interval value.

4

KPI Repository Reference

This chapter includes the reference information that is part of the repositories user interface.

This chapter describes:	On page:
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List of (KPI) Formatting Methods	105
List of Default KPI Parameters	107
Preconfigured KPI/Rule Association in Dashboard	89
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List of Dashboard KPIs and Their Details

This section provides detailed information about the KPIs available in the repositories.

This section includes the following topics:

- "Application" on page 91
- "Availability" on page 91
- "Backlog" on page 92
- "Bandwidth" on page 92
- "Business Health" on page 92
- "Component Availability" on page 92

- "Customer" on page 92
- "DT Failed Impact" on page 93
- "DT Late Impact" on page 93
- "DT Total Impact" on page 93
- "Duration" on page 94
- "Generic" on page 94
- "HP System" on page 94
- "Latency" on page 94
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- "Network" on page 96
- "Number of Open Incidents" on page 96
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- "PNR" on page 97
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- "Transactions" on page 103

➤ "User" on page 104

➤ "Volume" on page 104

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 HP 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 *HP Diagnostics User's Guide*.

It can also display the status of the OVO application. For details, see "Understanding the HP OVO Integration" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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 Default CITs in the Siebel View in *Solutions and Integrations*.

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, "Default CIs in the SAP Systems View" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Backlog

Displays the backlog information of the Business Process from the HP Business Process Insight application. For example, how many flights took place in the last hour.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Business Health

Displays the health of the HP Business Process Insight application.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Component Availability

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

DT Failed Impact

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

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

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 HP TransactionVision (DTT) application.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

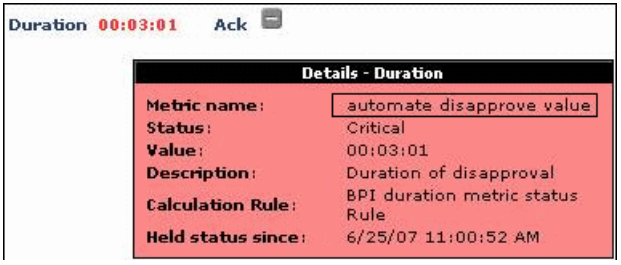
DT Total Impact

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

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

Duration

Displays the duration metrics of the BPI monitor (hh:mm:ss at the level of the BPI Monitor CI or status at the level of the Business Process CI) from the HP Business Process Insight application. A tooltip indicates which metric is involved.



For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Generic

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

HP System

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Latency

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

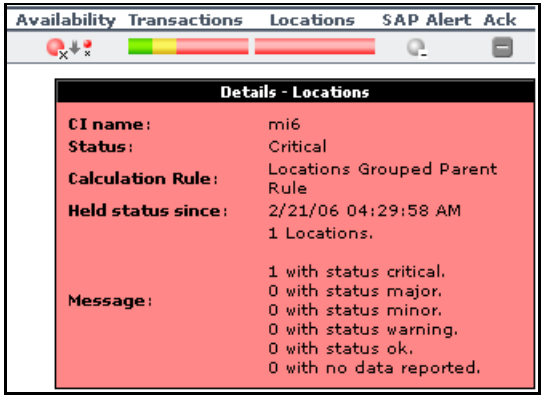
Locations

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 HP 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.



For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Network

Displays the status of the network in the OVO application.

This is an optional KPI. It is displayed when you select **Create Network and Security KPIs** in the HP OVO integration definition. For details, see "Understanding the HP OVO Integration" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Number of Open Incidents

Displays the number of incidents that exist in HP Service Center, and that currently have the initial status and final status defined in the rule parameter and are associated with the business service. Tickets can have any status between Initial Status and Final Status as long as they had the initial status after the integration and that they are not currently closed.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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 "Default CITs in the Siebel View" in *Solutions and Integrations*.

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, "Default CIs in the SAP Systems View" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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, "Default CIs in the SAP Systems View" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

SAP Alert

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

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Security

Displays the status of the security in the OVO application.

This is an optional KPI. It is displayed when you select **Create Network and Security KPIs** in the HP OVO integration definition. For details, see "Understanding the HP OVO Integration" in *Solutions and Integrations*.

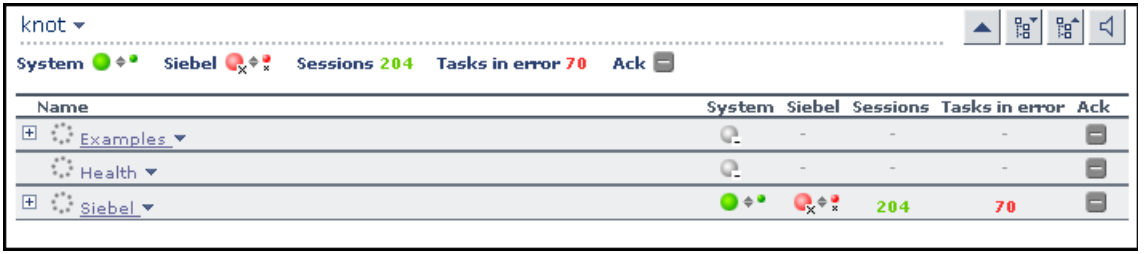
For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.



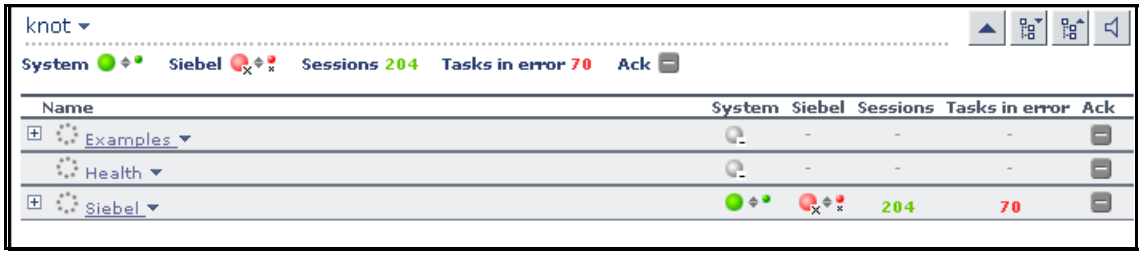
For a Siebel CI, this KPI displays the sum of running sessions measurement on all underlying hosts (a session is a task that is in running mode and interactive state). The SiteScope Siebel monitor is the source of the data.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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. The SiteScope Siebel monitor is the source of the data.

This KPI propagates up to the Siebel Site CI.



For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

SiteScope Availability

A SiteScope Availability KPI is attached to each SiteScope Profile CI. It displays the availability of the SiteScope. SiteScope periodically (every minute) sends an out bit to HP Business Availability Center. If the out bit is received by HP Business Availability Center, the status of the SiteScope Availability KPI is green. If the out bit is not received, the status of the SiteScope Availability KPI is grey (No data). This indicates that there is no communication between SiteScope and HP Business Availability Center. In such a case, the statuses of all the SiteScope CIs is also grey.

Note: The SiteScope Availability KPI displays values for the supported versions of SiteScope (9.0 and up) and of HP Business Availability Center (7.0 and up).

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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). SiteScope is the source of the data. For details about the Siebel CIs, see Default CITs in the Siebel View in *Solutions and Integrations*.

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 on). 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, "Default CIs in the SAP Systems View" in *Solutions and Integrations*.

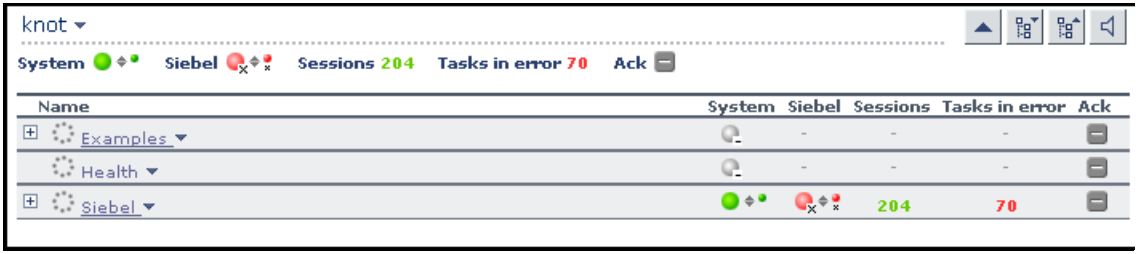
It can also display the status of the OVO application. For details, see "Understanding the HP OVO Integration" in *Solutions and Integrations*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

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.



For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

Throughput

For SOA. Displays the number of calls to the item per minute.

For HP Business Process Insight. Displays the number of calls to the item per minute.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Dashboard” on page 108.

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.

The KPI does not have rules assigned to it.

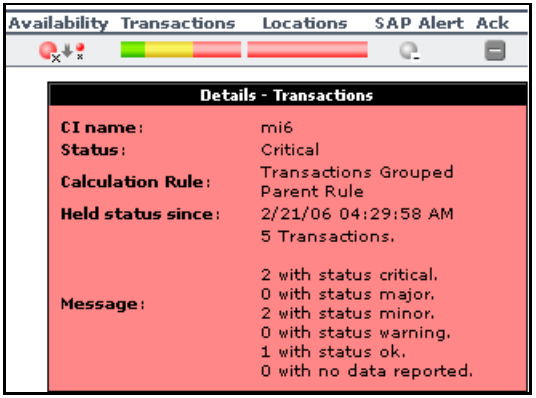
Transactions

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 HP 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.



For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

User

Displays information related to the end-user performance.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

Volume

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Dashboard" on page 108.

List of (KPI) 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	Deprecated. Use the EMS integration feature. For details, see "About Enterprise Management Systems" in *Solutions and Integrations*.
getRemedyResource	Deprecated. Use the EMS integration feature. For details, see "About Enterprise Management Systems" in *Solutions and Integrations*.
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.

Formatting Methods	Description
ifEndCheck	Changes an empty string into a comment line. Inserts "--->" at the end of the string.
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.

List of Default KPI Parameters

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

The predefined default status parameters are the same for each KPI:

GUI Element	Description
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 *Using Dashboard*.

Preconfigured KPI/Rule Association in Dashboard

This section lists the default rules for each KPI.

For details about the rules, see "List of Dashboard Business Rules" on page 135.

KPI	Default Rules
"Application" on page 91	"Diagnostics for J2EE/.Net General" on page 150 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "SiteScope EMS Multiple Events Rule" on page 193 "Worst Child Rule" on page 208
"Availability" on page 91	"Average Availability of Weighted Volume" on page 139 "Best Child Rule" on page 141 "Deep Transaction Tracing Monitor Availability" on page 144 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "Percentage Rule" on page 170 "RUM Application Session Statistics Monitor Availability Rule" on page 174 "RUM End User Session Statistics Monitor Availability Rule" on page 178 "RUM Location Session Statistics Monitor Availability Rule" on page 182 "RUM Page Monitor Availability Rule" on page 184 "RUM Session Monitor Availability Rule" on page 186 "RUM Transaction Availability" on page 261 "RUM Transaction Monitor Availability Rule" on page 189 "Worst Child Rule" on page 208 "WS Operation Availability Rule" on page 208

KPI	Default Rules
"Backlog" on page 92	"BPI Metric Status Rule" on page 142 "Worst Child Rule" on page 208
"Bandwidth" on page 92	"Best Child Rule" on page 141 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "RUM Bandwidth Rule" on page 177 "Summary of Values Rule" on page 203 "Worst Child Rule" on page 208
"Business Health" on page 92	"BPI Monitor Health Rule" on page 142 "Worst Child Rule" on page 208
"Component Availability" on page 92	"Best Child Rule" on page 141 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "RUM Component Availability Rule" on page 177 "Worst Child Rule" on page 208
"Customer" on page 92	"Best Child Rule" on page 141 "Customer Rule" on page 143 "Percentage Rule" on page 170 "Worst Child Rule" on page 208
"DT Failed Impact" on page 93	"Deep Transaction Tracing Monitor Failed Tx Business Impact" on page 145 "Sum of Values Rule" on page 202
"DT Late Impact" on page 93	"Deep Transaction Tracing Monitor Late Tx Business Impact" on page 145 "Sum of Values Rule" on page 202
"DT Total Impact" on page 93	"Deep Transaction Tracing Monitor Total Tx Business Impact" on page 147 "Sum of Values Rule" on page 202

KPI	Default Rules
"Duration" on page 94	"BPI Metric Status Rule" on page 142 "Worst Child Rule" on page 208
"Generic" on page 94	"Generic Formula Rule" on page 152 "Summary of Values Rule" on page 203
"HP System" on page 94	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "HP OpenView Service Navigator Rule" on page 163 "HP Worst Child Rule" on page 164 "Percentage Rule" on page 170 "Sitescope Measurement Rule" on page 194 "Sitescope Measurement Time-Based Rule" on page 195 "Sitescope Monitor Rule" on page 196 "Sitescope Monitor Time-Based Rule" on page 197 "Worst Child Rule" on page 208
"Latency" on page 94	"Average Latency of Weighted Volume" on page 139 "Best Child Rule" on page 141 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "RUM Latency Rule" on page 181 "Worst Child Rule" on page 208
"Locations" on page 95	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Locations Grouped Rule" on page 167 "Percentage Rule" on page 170 "Transaction Availability Rule" on page 203 "Transaction Performance Rule" on page 203 "Worst Child Rule" on page 208

KPI	Default Rules
"Network" on page 96	"SiteScope EMS Multiple Events Rule" on page 193
"Number of Open Incidents" on page 96	"Number of Open Incidents" on page 168 "Sum of Values Rule" on page 202
"OT Impact" on page 96	"Impact Over Time Rule" on page 164 "Sum of Values Rule" on page 202

KPI	Default Rules
"Performance" on page 97	"Average Performance of Weighted Volume in %" on page 140 "Average Performance of Weighted Volume in Seconds" on page 141 "Average of Converted Performance Results in %" on page 140 "Best Child Rule" on page 141 "Deep Transaction Tracing Monitor Performance" on page 146 "Diagnostics WS Operation Percentile Performance Rule" on page 148 "Diagnostics WS Operation Performance Rule" on page 149 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "Percentage Rule" on page 170 "RUM Application Session Statistics Monitor Performance Rule" on page 175 "RUM End User Session Statistics Monitor Performance Rule" on page 179 "RUM Location Session Statistics Monitor Performance Rule" on page 183 "RUM Page Monitor Performance Rule" on page 185 "RUM Session Monitor Performance Rule" on page 187 "RUM Transaction Monitor Performance Rule" on page 190 "SiteScope WS Operation Percentile Performance Rule" on page 199 "SiteScope WS Operation Performance Rule" on page 200 "Transaction Performance Rule" on page 203 "Worst Child Rule" on page 208
"PNR" on page 97	"Dashboard PNR Rule" on page 143
"RT Impact" on page 98	"Real Time Impact" on page 173 "Sum of Values Rule" on page 202

KPI	Default Rules
"SAP" on page 98	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Percentage Rule" on page 170 "SiteScope Vertical Rule" on page 199 "Sitescope Measurement Rule" on page 194 "Sitescope Measurement Time-Based Rule" on page 195 "Sitescope Monitor Rule" on page 196 "Sitescope Monitor Time-Based Rule" on page 197 "Worst Child Rule" on page 208
"SAP Alert" on page 98	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "SAP Alerts Rule" on page 191 "Sitescope Measurement Rule" on page 194 "Sitescope Monitor Rule" on page 196 "Worst Child Rule" on page 208
"Security" on page 99	"SiteScope EMS Multiple Events Rule" on page 193
"Sessions" on page 99	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Number of Running Sessions Rule" on page 169 "Number of Tasks in Error Rule" on page 169 "Percentage Rule" on page 170 "Sessions Custom Data Rule" on page 192 "Sitescope Monitor Rule" on page 196 "Worst Child Rule" on page 208

KPI	Default Rules
"Siebel" on page 100	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Percentage Rule" on page 170 "Sitescope Monitor Rule" on page 196 "Sitescope Measurement with Custom Data Rule" on page 195 "SiteScope Vertical Measurement" on page 198 "Worst Child Rule" on page 208
"SiteScope Availability" on page 100	"SiteScope Profile Rule" on page 197 "Worst Child Rule" on page 208
"System" on page 101	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "Percentage Rule" on page 170 "SiteScope EMS Multiple Events Rule" on page 193 "Sitescope Measurement Time-Based Rule" on page 195 "Sitescope Monitor Rule" on page 196 "Sitescope Monitor Time-Based Rule" on page 197 "Worst Child Rule" on page 208
"Tasks in Error" on page 102	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Number of Tasks in Error Rule" on page 169 "Percentage Rule" on page 170 "Sitescope Measurement with Custom Data Rule" on page 195 "Sitescope Monitor Rule" on page 196 "Worst Child Rule" on page 208

KPI	Default Rules
"Throughput" on page 102	"Best Child Rule" on page 141 "BPI Metric Status Rule" on page 142 "Diagnostics WS Operation Throughput Rule" on page 150 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "Percentage Rule" on page 170 "Worst Child Rule" on page 208
"Top View" on page 103	None.
"Transactions" on page 103	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Percentage Rule" on page 170 "Transaction Availability Rule" on page 203 "Transaction Performance Rule" on page 203 "Transactions Grouped Rule" on page 206 "Worst Child Rule" on page 208
"User" on page 104	"Best Child Rule" on page 141 "EMS Simple Rule" on page 151 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "Percentage Rule" on page 170 "Transaction Availability Rule" on page 203 "Transaction Performance Rule" on page 203 "Worst Child Rule" on page 208

KPI	Default Rules
"Volume" on page 104	"Best Child Rule" on page 141 "Generic Sample Rule" on page 155 "Generic Sum of Values Over Time Rule" on page 157 "RUM Application Session Statistics Monitor Volume Rule" on page 176 "RUM End User Session Statistics Monitor Volume Rule" on page 179 "RUM Location Session Statistics Monitor Volume Rule" on page 183 "RUM Event Monitor Volume Rule" on page 180 "RUM Page Monitor Volume Rule" on page 186 "RUM Session Monitor Volume Rule" on page 188 "RUM Transaction Monitor Volume Rule" on page 191 "Sum of Volume Rule" on page 202 "Worst Child Rule" on page 208

List of Service Level Management KPIs and Details

This section provides detailed information about the KPIs available in the Service Level Management repositories.

This section includes the following topics:

- "Application" on page 117
- "Availability" on page 118
- "Availability Six Sigma" on page 118
- "Average Outage Duration" on page 118
- "MTBF (Mean Time Between Failures)" on page 119
- "MTBSI (Mean Time Between System Incidents)" on page 119
- "MTTR (Mean Time to Repair)" on page 119
- "Network" on page 120

- "Number of Outages" on page 120
- "Outage Duration" on page 120
- "Outages" on page 121
- "Performance" on page 121
- "Performance Six Sigma" on page 121
- "PNR (Point of No Return)" on page 122
- "Response Time" on page 122
- "Security" on page 122
- "SLM Month Forecast" on page 123
- "SLM Quarter Forecast" on page 123
- "SLM Status" on page 123
- "SLM Week Forecast" on page 124
- "SLM Year Forecast" on page 124
- "System" on page 124
- "System Availability" on page 125
- "System Performance" on page 125
- "Throughput" on page 125
- "Time Between Outages" on page 126
- "User Availability" on page 126
- "User Performance" on page 126

Application

Service Level Management determines if application status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives.

This KPI is automatically assigned to an EMS Monitor CI that you add to an SLA (when **Automatically define default KPIs for new CIs** is selected).

Unit of measurement: percentage

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Availability

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

Unit of measurement: percentage.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Average Outage Duration

Note: This KPI was named **MTTR** in previous versions.

Service Level Management calculates the average outage duration, in seconds; 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 average outage duration value, the better.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

MTBF (Mean Time Between Failures)

The MTBF KPI indicates the duration of time when there were no open incidents for the Business Service CI. The value is calculated from the average time between incidents, in seconds.

Note: When this KPI is included in an agreement, any forecast status calculations for the agreement return inaccurate results.

For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

MTBSI (Mean Time Between System Incidents)

The MTBSI KPI indicates the average duration of time, in seconds, between incidents—from the open time of one incident to the open time of the next incident.

For more information and use case examples, see "About Integration with HP ServiceCenter" in *Using Service Level Management*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

MTTR (Mean Time to Repair)

The MTTR KPI indicates the percentage of incidents that were repaired within a defined time period, and calculates status based on comparison with a percentage threshold.

Repair time is based on the duration of time between two incident statuses (by default, **Open** and **Closed**).

For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Service Level Management” on page 127.

Network

Service Level Management determines if network status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives.

Unit of measurement: percentage

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Service Level Management” on page 127.

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.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Service Level Management” on page 127.

Note: When this KPI is included in an agreement, any forecast status calculations for the agreement yield inaccurate results.

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.

For a list of the default rules for this KPI, see “Preconfigured KPI/Rule Association in Service Level Management” on page 127.

Note: When this KPI is included in an agreement, any forecast status calculations for the agreement yield inaccurate results.

Outages

This KPI is used by Service Level Management to calculate the outages for a CI included in an agreement. You define the business rule and associated parameters for the Outages KPI in the Define KPIs Page of the agreement wizard.

For more information, see "Outage Reports" in *Using Service Level Management*.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Performance Six Sigma

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

Unit of measurement: Sigma.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

PNR (Point of No Return)

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

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

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

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.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Security

Service Level Management determines if security status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives.

Unit of measurement: percentage

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

SLM Month Forecast

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

The SLM Month Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-month forecast status.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

SLM Quarter Forecast

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

The SLM Quarter Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-quarter forecast status.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

SLM Status

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

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

SLM Week Forecast

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

The SLM Week Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-week forecast status.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

SLM Year Forecast

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

The SLM Year Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-year forecast status.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

System

Service Level Management determines if system status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives.

This KPI is automatically assigned to an EMS Monitor CI that you add to an SLA (when **Automatically define default KPIs for new CIs** is selected).

Unit of measurement: percentage

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

System Availability

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

Unit of measurement: percentage.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

System Performance

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

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 HP Diagnostics and divided by a time period (defined in minutes).

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Time Between Outages

Note: This KPI was named **MTBF** in previous versions.

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

Unit of measurement: date.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

User Availability

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

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

User Performance

This KPI displays information related to end-user performance.

For a list of the default rules for this KPI, see "Preconfigured KPI/Rule Association in Service Level Management" on page 127.

Preconfigured KPI/Rule Association in Service Level Management

This section provides a list of the KPIs available in the Service Level Management repositories and their default rules. For details about the rules, see "List of Service Level Management Business Rules" on page 225.

KPI	Default Rules
"Application" on page 117	"Application Quality" on page 228 "Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "Group Average Value" on page 248 "Worst Child (Min.)" on page 293
"Availability" on page 118	"Best Child (Max.)" on page 232 "BPM Average Availability" on page 234 "Children Success Ratio" on page 241 "Cluster Availability" on page 243 "External Source Average Availability" on page 246 (for monitor rules only) "Group Average Value" on page 248 "RUM Page Availability" on page 258 "RUM Transaction Availability" on page 261 "SOA Diagnostics Availability" on page 276 "SOA SiteScope Availability" on page 278 "Volume Average Value" on page 291 "Worst Child (Min.)" on page 293

KPI	Default Rules
"Availability Six Sigma" on page 118	"BPM Six Sigma Availability" on page 239 "Best Child (Max.)" on page 232 "Group Average Value" on page 248 "RUM Page Six Sigma Availability" on page 259 "RUM Transaction Six Sigma Availability" on page 263 "SiteScope Monitor Six Sigma" on page 271 "SiteScope Six Sigma Availability" on page 274 "Six Sigma Group" on page 275 "SOA Diagnostics Six Sigma on Availability" on page 278 "SOA Six Sigma on Availability" on page 281 "Worst Child (Min.)" on page 293
"Average Outage Duration" on page 118	"Average Outage Duration" on page 230 "Best Child (Min.)" on page 233 "Group Average Value" on page 248 "Worst Child (Max.)" on page 292
"MTBF (Mean Time Between Failures)" on page 119	"MTBF (Mean Time Between Failures)" on page 249 "Incidents Group Rule" on page 249 "Worst Child (Min.)" on page 293
"MTBSI (Mean Time Between System Incidents)" on page 119	"MTBSI (Mean Time Between System Incidents)" on page 250 "Incidents Group Rule" on page 249 "Worst Child (Min.)" on page 293
"MTTR (Mean Time to Repair)" on page 119	"MTTR (Mean Time to Recover)" on page 250 "Incidents Group Rule" on page 249 "Worst Child (Min.)" on page 293

KPI	Default Rules
"Network" on page 120	"Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "Group Average Value" on page 248 "Network Quality" on page 251 "Worst Child (Min.)" on page 293
"Number of Outages" on page 120	"Best Child (Min.)" on page 233 "Group Average Value" on page 248 "Number of Outages" on page 252 "Worst Child (Max.)" on page 292
"Outage Duration" on page 120	"Best Child (Min.)" on page 233 "Group Average Value" on page 248 "Outage Duration" on page 255 "Worst Child (Max.)" on page 292
"Outages" on page 121	"BPM Outage" on page 237 "Outage Based on Availability" on page 253 "Outages Based on System Availability" on page 254 "RUM Transaction Outage" on page 262 "SiteScope Monitor Outage" on page 269 "SiteScope Outage" on page 271 "SiteScope Monitor Outage" on page 269 "Web Service SiteScope Outage" on page 291

KPI	Default Rules
"Performance" on page 121	"Best Child (Max.)" on page 232 "BPM Percentile" on page 238 "Children Success Ratio" on page 241 "Group Average Value" on page 248 "Response Time Success Ratio" on page 256 "RUM Page Percentile" on page 259 "RUM Transaction Percentile" on page 263 "SiteScope Percentile" on page 272 "SOA Diagnostics Performance Percentile" on page 277 "SOA SiteScope Performance" on page 280 "System Performance Success Ratio" on page 282 "Volume Average Value" on page 291 "Worst Child (Min.)" on page 293
"Performance Six Sigma" on page 121	"Best Child (Max.)" on page 232 "BPM Six Sigma Performance" on page 240 "Group Average Value" on page 248 "RUM Page Six Sigma Performance" on page 260 "RUM Transaction Six Sigma Performance" on page 264 "Six Sigma Group" on page 275 "SiteScope Six Sigma Performance" on page 274 "SOA Diagnostics Six Sigma on Performance" on page 278 "SOA Six Sigma on Performance" on page 281 "Worst Child (Min.)" on page 293
"PNR (Point of No Return)" on page 122	"PNR (Point of No Return)" on page 256

KPI	Default Rules
"Response Time" on page 122	"BPM Average Response Time" on page 234 "BPM Max. Response Time" on page 235 "BPM Min. Response Time" on page 236 "Best Child (Min.)" on page 233 "Group Average Value" on page 248 "RUM Page Average Response Time" on page 258 "RUM Transaction Average Response Time" on page 261 "RUM Transaction Max. Response Time" on page 261 "RUM Transaction Min. Response Time" on page 262 "SOA Diagnostics Average Response Time" on page 276 "SOA Diagnostics Max. Response Time" on page 276 "SOA Diagnostics Min. Response Time" on page 277 "SOA SiteScope Average Total Time" on page 279 "SOA SiteScope Max. Total Time" on page 279 "SOA SiteScope Min. Total Time" on page 280 "Volume Average Value" on page 291 "Worst Child (Max.)" on page 292
"Security" on page 122	"Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "Group Average Value" on page 248 "Security Quality" on page 264 "Worst Child (Min.)" on page 293
"SLM Month Forecast" on page 123	"Service Level Management Forecast Rule" on page 266
"SLM Quarter Forecast" on page 123	"Service Level Management Forecast Rule" on page 266

KPI	Default Rules
"SLM Status" on page 123	"Service Level Management Status" on page 266
"SLM Week Forecast" on page 124	"Service Level Management Forecast Rule" on page 266
"SLM Year Forecast" on page 124	"Service Level Management Forecast Rule" on page 266
"System" on page 124	"Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "Group Average Value" on page 248 "System Quality" on page 283 "Worst Child (Min.)" on page 293
"System Availability" on page 125	"Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "External Source Average Availability" on page 246 "Group Average Value" on page 248 "SiteScope Average Availability" on page 266 "SiteScope Monitor Rule" on page 271 "Volume Average Value" on page 291 "Worst Child (Min.)" on page 293
"System Performance" on page 125	"Best Child (Min.)" on page 233 "Children Success Ratio" on page 241 "External Source Average Value" on page 247 "Group Average Value" on page 248 "SiteScope Average Value" on page 267 "SiteScope Max. Value" on page 268 "SiteScope Min. Value" on page 268 "Volume Average Value" on page 291 "Worst Child (Max.)" on page 292

KPI	Default Rules
"Throughput" on page 125	"Group Sum Value" on page 248 "SOA Diagnostics Average Throughput" on page 276 "SOA Diagnostics Max. Throughput" on page 277 "SOA Diagnostics Min. Throughput" on page 277
"Time Between Outages" on page 126	"Best Child (Max.)" on page 232 "Group Average Value" on page 248 "Time Between Outages" on page 285 "Time Between Outages - Alternate" on page 287 "Worst Child (Min.)" on page 293
"User Availability" on page 126	"Best Child (Max.)" on page 232 "Cluster Availability" on page 243 "Group Average Value" on page 248 "RUM Session User Availability" on page 260 "Volume Average Value" on page 291 "Worst Child (Min.)" on page 293
"User Performance" on page 126	"Best Child (Max.)" on page 232 "Children Success Ratio" on page 241 "Group Average Value" on page 248 "RUM Session User Performance" on page 260 "Volume Average Value" on page 291 "Worst Child (Min.)" on page 293

5

Rules Repository Reference

This chapter includes the screens and dialog boxes that are part of the Rule Repository user interface.

This chapter describes:	On page:
List of Dashboard Business Rules	135
List of Dashboard Business Rule Parameters	209
Preconfigured Rule/KPI Association in Dashboard	213
List of Rule Global Attributes	224
List of Service Level Management Business Rules	225
List of Service Level Management Business Rule Parameters	294
Preconfigured Rule/KPI Association in Service Level Management	298
Hidden Advanced Rule Parameters	305

List of Dashboard Business Rules

This section describes the following rules:

- "Average Availability of Weighted Volume" on page 139
- "Average Latency of Weighted Volume" on page 139
- "Average of Converted Performance Results in %" on page 140
- "Average of Values" on page 140
- "Average Performance of Weighted Volume in %" on page 140

- "Average Performance of Weighted Volume in Seconds" on page 141
- "Best Child Rule" on page 141
- "BPI Duration Metric Status Rule" on page 142
- "BPI Metric Status Rule" on page 142
- "BPI Monitor Health Rule" on page 142
- "Customer Rule" on page 143
- "Dashboard PNR Rule" on page 143
- "Deep Transaction Tracing Monitor Availability" on page 144
- "Deep Transaction Tracing Monitor Failed Tx Business Impact" on page 145
- "Deep Transaction Tracing Monitor Late Tx Business Impact" on page 145
- "Deep Transaction Tracing Monitor Performance" on page 146
- "Deep Transaction Tracing Monitor Total Tx Business Impact" on page 147
- "Diagnostics WS Operation Percentile Performance Rule" on page 148
- "Diagnostics WS Operation Performance Rule" on page 149
- "Diagnostics WS Operation Throughput Rule" on page 150
- "Diagnostics for J2EE/.Net General" on page 150
- "EMS Simple Rule" on page 151
- "Generic Formula Rule" on page 152
- "Generic Sample Rule" on page 155
- "Generic Sum of Values Over Time Rule" on page 157
- "Generic Two Arguments Rule" on page 160
- "HP OpenView Service Navigator Rule" on page 163
- "HP Worst Child Rule" on page 164
- "Impact Over Time Rule" on page 164
- "Locations Grouped Parent Rule" on page 165
- "Locations Grouped Rule" on page 167
- "Number of Open Incidents" on page 168

- "Number of Running Sessions Rule" on page 169
- "Number of Tasks in Error Rule" on page 169
- "Percentage Rule" on page 170
- "Real Time Impact" on page 173
- "RUM Application Session Statistics Monitor Availability Rule" on page 174
- "RUM Application Session Statistics Monitor Performance Rule" on page 175
- "RUM Application Session Statistics Monitor Volume Rule" on page 176
- "RUM Bandwidth Rule" on page 177
- "RUM Component Availability Rule" on page 177
- "RUM End User Session Statistics Monitor Availability Rule" on page 178
- "RUM End User Session Statistics Monitor Performance Rule" on page 179
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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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 World Model Management*.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not have parameters.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **volumeKPI**.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

This rule does not have parameters.

BPI Duration Metric Status Rule

Not in use. Populates the Duration KPIs for the BPI Business Process CIs.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

BPI Metric Status Rule

Populates the Backlog, and Throughput KPIs for the BPI Business Process CIs.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

BPI Monitor Health Rule

Not in use. Populates status of the BPI Business Process CIs.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not have parameters.

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 256). 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 agreement is in breach of contract.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

Deep Transaction Tracing Monitor Performance

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

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

Diagnostics for J2EE/.Net General

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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 on) 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.

For details about the KPIs affected by this rule, see “Preconfigured Rule/KPI Association in Dashboard” on page 213.

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 "Parameter Details Dialog Box (Rules)" on page 601.

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. For more information, see "Working with the Generic Reporting Engine API" in *Solutions and Integrations*.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "Parameter Details Dialog Box (Rules)" on page 601.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "Parameter Details Dialog Box (Rules)" on page 601.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

To use the Generic Two Arguments Rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all 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 “Parameter Details Dialog Box (Rules)” on page 601.

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 "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **Time stamp field**
- **Number of Problematic Samples**
- **Total Number of Samples**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameter is: **InitStatus**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **DollarImpactFactor**
- **StatusDimension**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

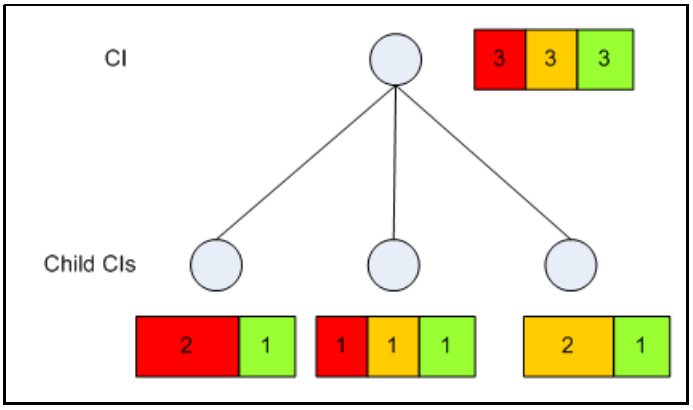
For each result, the tooltip displays how many of the children have a critical status, how many have the OK status, and so on.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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

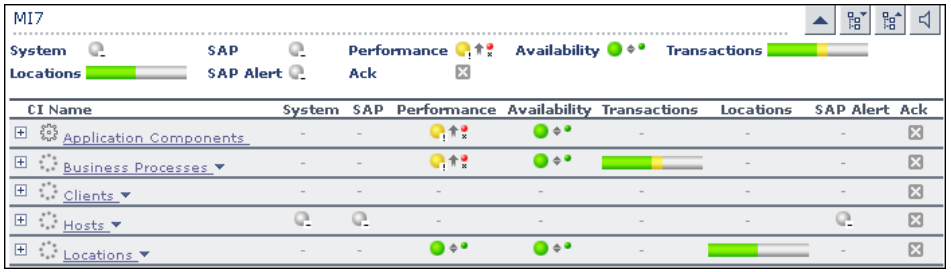
The rule parameters are:

- **Time stamp field**
- **duration**

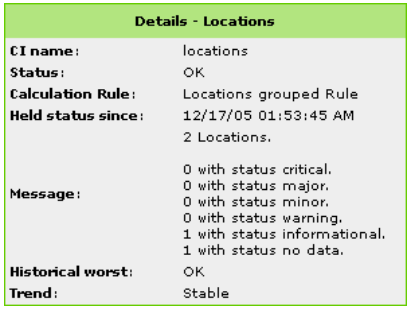
For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 on.



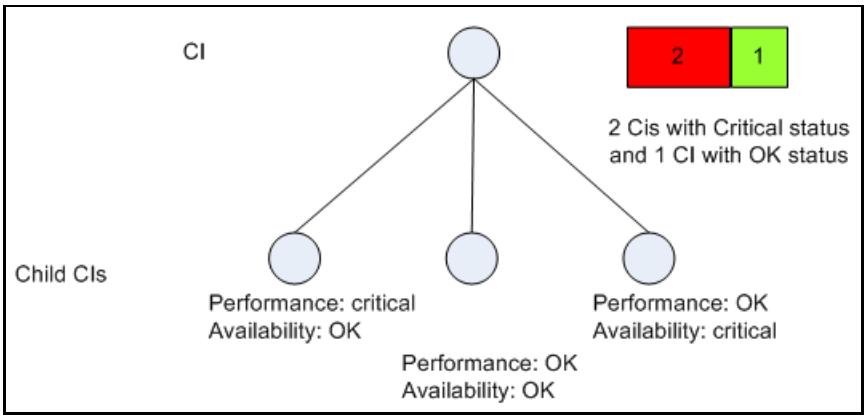
For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

Number of Open Incidents

Displays, for a Number of Open Incidents KPI, the number of current incidents.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **Initial State**
- **Final State**
- **Severity**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 HP Business Availability for Siebel Applications solution.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 HP Business Availability for Siebel Applications solution.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

Percentage Rule

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 = 15
- 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 four CIs with one red, two yellow, and one gray statuses, the calculation would be as follows:

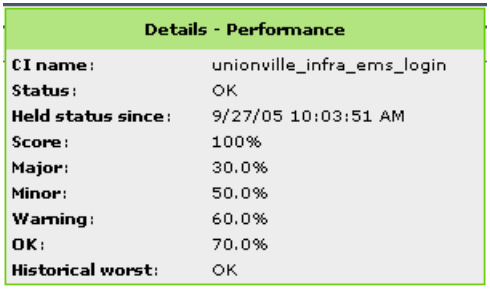
```
1 x 0
2 x 10
Total = 20/4 (number of children) = 5 (average
result)
```

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

```
(5/20) x 100 = 25% (score)
```

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

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 "New CI Wizard" in *IT World Model Management*).

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 "New CI Wizard" in *IT World Model Management*).

  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.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **DollarImpactFactor**
- **StatusDimension**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Application Session Statistics Monitor Availability Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Application Session Statistics Monitor Performance Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Application Session Statistics Monitor Volume Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation the total volume is the sum of volumes of individual samples.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **No data timeout**
- **duration**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

RUM End User Session Statistics Monitor Availability Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM End User Session Statistics Monitor Performance Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM End User Session Statistics Monitor Volume Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds used by this rule are configured in System Availability Management.

Parameters

The rule parameters are:

- **volumeKPI**
- **No data timeout**
- **duration**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Location Session Statistics Monitor Availability Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Location Session Statistics Monitor Performance Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: the calculation is 100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Location Session Statistics Monitor Volume Rule

Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**
- **relevant_samples**
- **sample_group_by_fields**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rules are:

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

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

RUM Page Monitor Performance Rule

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rule are:

Color	Value
Red	<90%

Color	Value
Orange	<100%
Green	=100%

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The volumes for error have the following thresholds:

Color	Value
Green	<1
Yellow	<7
Red	>7

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Understanding the Rule

The thresholds for this rule are:

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

Parameters

The rule parameters are:

- **volumeKPI**
- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

HP 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*.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

Service Level Management Tracking Period Alert

This is an internal rule that is used to send alerts to Service Level Management.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **tracking period id**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

Sessions Custom Data Rule

Calculates the number of running sessions for a CI and all its child CIs.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

SiteScope EMS Multiple Events Rule

The rule handles the samples sent to HP Business Availability Center by the EMS system. It aggregates all the samples received from a specified CI. The rule saves up to 10 events. If there are more than 10 events, the rule discards samples with the lowest severity (critical is highest) and then the oldest samples.

If the CI has more than one KPI, you must define a SiteScope EMS Multiple Events rule for each KPI. To do that, use the rule parameters to specify the sample field you are interested in. Specify information about the field in the sample to look at (in the **KPI Type field name** parameter) and the value of that field (in the **KPI type** parameter).

The EMS Clear Events context menu, Clear Events context menu item and EMS Sentence tooltip are used to display the data retrieved from the HP OVO system. For details, see "EMS Clear Events" on page 314, "Clear Events" on page 349, and "EMS Sentence" on page 475. The Clear Events context menu item is used to clear events in Dashboard.

Parameters

The rule parameters are:

- **No data timeout**
- **Max tooltip events.** The maximum number of events to show in the tooltip. The maximum is 10.
- **KPI type field name.** The name of the field in the sample.
- **KPI type.** The valid value of the field in the sample.

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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 on).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

Sitescope Monitor Rule

Calculates the status based on metrics for a SiteScope measurement CI for sampleType: **ss_monitor_t**, monitored by the SiteScope Monitor.

Status	Value
Informational	1
Middle	2
Critical	3

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

SiteScope Profile Rule

Calculates the status of the SiteScope Availability KPI. SiteScope periodically (every minute) sends an out bit to HP Business Availability Center. If the out bit is received by HP Business Availability Center, the status of the SiteScope Availability KPI is green. If the out bit is not received, the status of the SiteScope Availability KPI is grey (No data). This indicates that there is no communication between SiteScope and HP Business Availability Center. In such a case, the statuses of all the all the SiteScope CIs is also grey.

Note: The SiteScope Availability KPI displays values for the supported versions of SiteScope (9.0 and up) and of HP Business Availability Center (7.0 and up).

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

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

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 98. 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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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 "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

Sum of Open Incidents

Calculates the sum of all the incidents of the children in the group.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not have parameters.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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.

Sum of Volume Rule

Group rule that calculates the sum of the users accessing a page or encountering an error on a page.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not have parameters.

Summary of Values Rule

Calculates the sum of the children's values.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not have parameters.

Transaction Availability Rule

Calculates how many Business Process Monitor transactions were available (or ran successfully) during the time period specified by the duration parameter.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

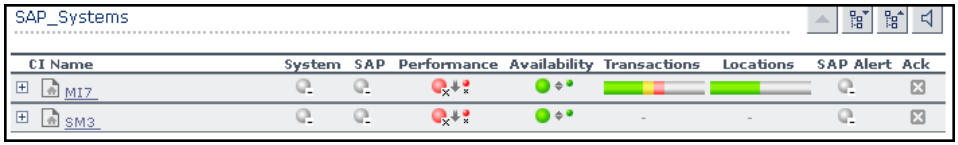
The rule parameters are:

- **duration**
- **No data timeout**

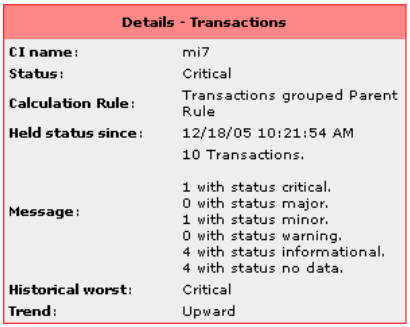
For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 on.

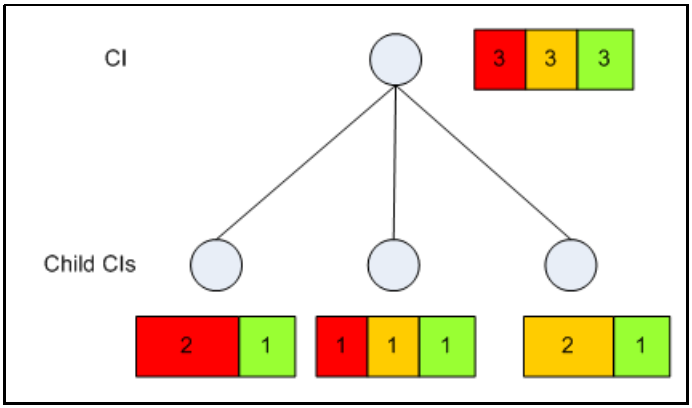


For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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

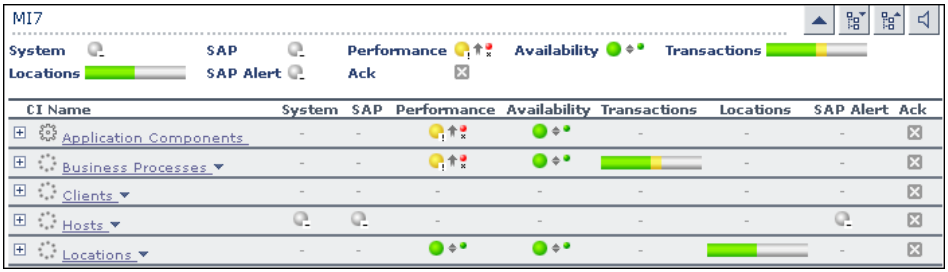
The rule parameters are:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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 on.

Details - Transactions	
CI name:	business processes
Status:	Minor
Calculation Rule:	Transactions grouped Rule
Held status since:	12/18/05 09:07:19 AM
Message:	10 Transactions. 0 with status critical. 0 with status major. 1 with status minor. 0 with status warning. 5 with status informational. 4 with status no data.
Historical worst:	Critical
Trend:	Upward

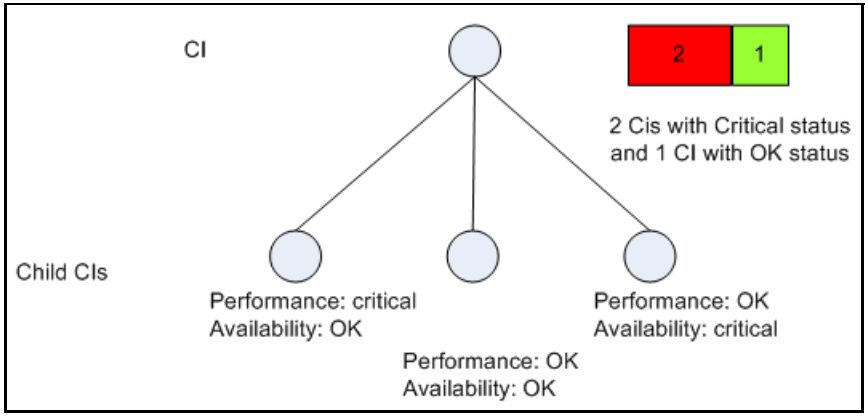
For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

Parameters

The rule does not use parameters.

WS Operation Availability Rule

Calculates the availability of a Web service operation defined as the percentage of available calls out of total calls.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Dashboard" on page 213.

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:

- **duration**
- **No data timeout**

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 209.

List of Dashboard Business Rule Parameters

The rule parameters are as follows:

Parameter	Description
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.
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.
Factor	The number used to multiply the result of the operation performed on the two fields, before comparing the result to the objectives.
Field name	The name of the sample field you want to compare to the objectives. The field must have a numeric value.
Final State	The final status of the incident.

Parameter	Description
First Field Name	The name of the first field on which to apply the rule. The field must have a numeric value.
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.
Initial State	The initial status of the incident.
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**.
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 *Using Dashboard*.

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.
Operator	The operator used to calculate the result of the first and second fields. It can be: +, -, *, or /.
relevant_samples	Provides information about the sample on which the rule's calculations are based. This parameter is used only in RUM Application / End User / Locations Session Statistics Monitor Availability / Performance / Volume rules.

Parameter	Description
sample_group_by_fields	Provides information about the sample's field by which the samples are grouped. This parameter is used only in RUM Application / End User / Locations Session Statistics Monitor Availability / Performance / Volume rules. Those rules are based on the last sample received. Using sample_group_by_fields, you can combine samples from different aggregation sources. When the end user can access more that one application, use grouping by application. The end users are then aggregated by application, and the last sample can be selected. When traffic is monitored by more than one Real User Monitor engine, use grouping by engine_id. The end users (IPs) are then aggregated by engine_id, and the last sample can be selected. When the end users (IPs) from the same location are monitored and summary for location is needed, all end users (IPs) from the same location should be merged. It is done by grouping by end-users. In case more than one Real User Monitor engine is used for monitoring, grouping can be extended by adding engine_id to grouping parameters. The last sample can then be selected.
Second Field Name	The name of the second field on which to apply the rule. The field must have a numeric value.
Severity	The lowest severity value for calculations.

Parameter	Description
StatusDimension	Defines the ID of the KPI for which the other rule parameters apply.
Time stamp field	The name of the time stamp field in the external source sample, if its name is not **time_stamp**.
Total Number of Samples	The total number of samples. See Number of Problematic Samples parameter for more details.
tracking period id	Internal. This parameter must not be modified.
volumeKPI	The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.

Preconfigured Rule/KPI Association in Dashboard

This section lists the rules and the KPIs they are attached to, by default.

For details about the KPIs, see "List of Dashboard KPIs and Their Details" on page 89.

Default Rules	KPI
"Average Availability of Weighted Volume" on page 139	"Availability" on page 91
"Average Latency of Weighted Volume" on page 139	"Latency" on page 94
"Average of Converted Performance Results in %" on page 140	"Performance" on page 97
"Average Performance of Weighted Volume in %" on page 140	"Performance" on page 97

Default Rules	KPI
"Average Performance of Weighted Volume in Seconds" on page 141	"Performance" on page 97
"Best Child Rule" on page 141	"Availability" on page 91 "Bandwidth" on page 92 "Component Availability" on page 92 "Customer" on page 92 "HP System" on page 94 "Latency" on page 94 "Locations" on page 95 "SAP" on page 98 "SAP Alert" on page 98 "Sessions" on page 99 "Siebel" on page 100 "System" on page 101 "Tasks in Error" on page 102 "Throughput" on page 102 "Transactions" on page 103 "User" on page 104 "Volume" on page 104 "Performance" on page 97
"BPI Duration Metric Status Rule" on page 142	"Duration" on page 94
"BPI Metric Status Rule" on page 142	"Backlog" on page 92 "Throughput" on page 102
"BPI Monitor Health Rule" on page 142	"Business Health" on page 92
"Customer Rule" on page 143	"Customer" on page 92
"Dashboard PNR Rule" on page 143	"PNR" on page 97

Default Rules	KPI
“Deep Transaction Tracing Monitor Availability” on page 144	“Availability” on page 91
“Deep Transaction Tracing Monitor Failed Tx Business Impact” on page 145	“DT Failed Impact” on page 93
“Deep Transaction Tracing Monitor Late Tx Business Impact” on page 145	“DT Late Impact” on page 93
“Deep Transaction Tracing Monitor Performance” on page 146	“Performance” on page 97
“Deep Transaction Tracing Monitor Total Tx Business Impact” on page 147	“DT Total Impact” on page 93
“Diagnostics for J2EE/.Net General” on page 150	“Application” on page 91
“Diagnostics WS Operation Percentile Performance Rule” on page 148	“Performance” on page 97
“Diagnostics WS Operation Performance Rule” on page 149	“Performance” on page 97
“Diagnostics WS Operation Throughput Rule” on page 150	“Throughput” on page 102

Default Rules	KPI
"EMS Simple Rule" on page 151	"Availability" on page 91 "HP System" on page 94 "Locations" on page 95 "Performance" on page 97 "SAP" on page 98 "SAP Alert" on page 98 "Sessions" on page 99 "Siebel" on page 100 "System" on page 101 "Tasks in Error" on page 102 "Transactions" on page 103 "User" on page 104
"Generic Formula Rule" on page 152	"Generic" on page 94
"Generic Sample Rule" on page 155	"Application" on page 91 "Availability" on page 91 "Bandwidth" on page 92 "Component Availability" on page 92 "HP System" on page 94 "Latency" on page 94 "Performance" on page 97 "Sessions" on page 99 "Siebel" on page 100 "System" on page 101 "Tasks in Error" on page 102 "Throughput" on page 102 "User" on page 104 "Volume" on page 104

Default Rules	KPI
"Generic Sum of Values Over Time Rule" on page 157	"Application" on page 91 "Availability" on page 91 "Bandwidth" on page 92 "Component Availability" on page 92 "HP System" on page 94 "Latency" on page 94 "Performance" on page 97 "System" on page 101 "Throughput" on page 102 "User" on page 104 "Volume" on page 104
"HP OpenView Service Navigator Rule" on page 163	"HP System" on page 94
"HP Worst Child Rule" on page 164	"HP System" on page 94
"Impact Over Time Rule" on page 164	"OT Impact" on page 96
"Locations Grouped Rule" on page 167	"Locations" on page 95 "Top View" on page 103
"Number of Open Incidents" on page 168	"Number of Open Incidents" on page 96
"Number of Running Sessions Rule" on page 169	"Sessions" on page 99
"Number of Tasks in Error Rule" on page 169	"Sessions" on page 99
"Number of Tasks in Error Rule" on page 169	"Tasks in Error" on page 102

Default Rules	KPI
"Percentage Rule" on page 170	"Availability" on page 91 "Customer" on page 92 "HP System" on page 94 "Locations" on page 95 "Performance" on page 97 "SAP" on page 98 "Sessions" on page 99 "Siebel" on page 100 "System" on page 101 "Tasks in Error" on page 102 "Throughput" on page 102 "Transactions" on page 103 "User" on page 104
"Real Time Impact" on page 173	"RT Impact" on page 98
"RUM Application Session Statistics Monitor Availability Rule" on page 174	"Availability" on page 91
"RUM Application Session Statistics Monitor Performance Rule" on page 175	"Performance" on page 97
"RUM Application Session Statistics Monitor Volume Rule" on page 176	"Volume" on page 104
"RUM Bandwidth Rule" on page 177	"Bandwidth" on page 92
"RUM Component Availability Rule" on page 177	"Component Availability" on page 92
"RUM End User Session Statistics Monitor Availability Rule" on page 178	"Availability" on page 91

Default Rules	KPI
"RUM End User Session Statistics Monitor Performance Rule" on page 179	"Performance" on page 97
"RUM End User Session Statistics Monitor Volume Rule" on page 179	"Volume" on page 104
"RUM Event Monitor Volume Rule" on page 180	"Volume" on page 104
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List of Rule Global Attributes

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 "Last Sample Details" on page 39.
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 "Global Attributes Dialog Box" on page 590.
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 Report" 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 Report" in *Using Dashboard*.
Calculate Trend	false	Defines whether the trend should be calculated (and displayed) or not.

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Application Quality

The Application Quality rule calculates status for an Application KPI attached to an EMS Monitor CI (monitoring an HP OVO system).

SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Application status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Application severity is considered acceptable.

The Application Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Application KPI.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

Service Level Management checks the severity levels for the **Application** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.

The values are compared with the value defined in the **Severity failure value**, which is set as 3. Application severity is therefore considered to be acceptable in 60% of the samples.

Server1 is attached to SLA_factory, where the objective threshold for the Application KPI is set as Exceeded > 90%, else Failed. Application severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).

Parameters

Note: The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.

The rule parameters are:

- **Dimension name**
- **Severity failure value**

Note: These parameters are hidden. For details, see "Hidden Advanced Rule Parameters" on page 305.

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Average Outage Duration

Note: This rule was named **MTTR** in previous versions.

Service Level Management calculates the average outage duration during a specified calendar, by calculating the total outage duration divided by the number of outages.

This rule performs calculations by taking the results (for the relevant calendar) of the Outage KPI and rule defined for the CI in the Agreement Wizard. This KPI determines the number of outages for the CI. See "Add Outage Dialog Box" in *Using Service Level Management*.

Service Level Management calculates the average outage duration on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

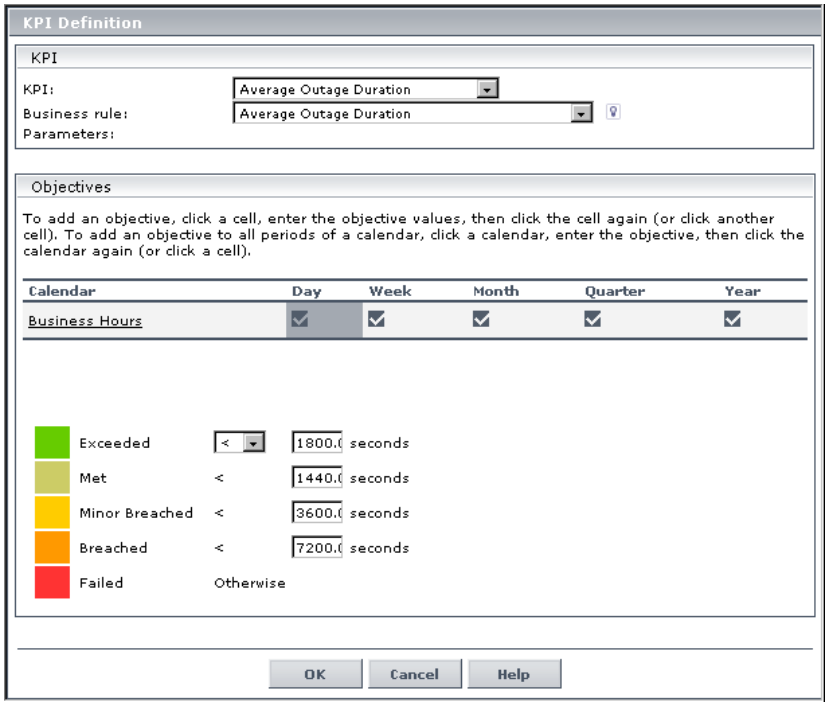
Note: The outages used in the calculation are only those outages that end during the tracking period.

This is a sibling rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for an Average Outage Duration KPI as follows:



The Outage Summary report shows the following outages that occurred during the Business Hours calendar:

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.

Average Outage Duration = (30+180+30)/3 = 240/3 = 80 minutes = 4800 seconds.

The Average Outage Duration KPI for the CI receives a status of Breached (the status color is orange).

Best Child (Max.)

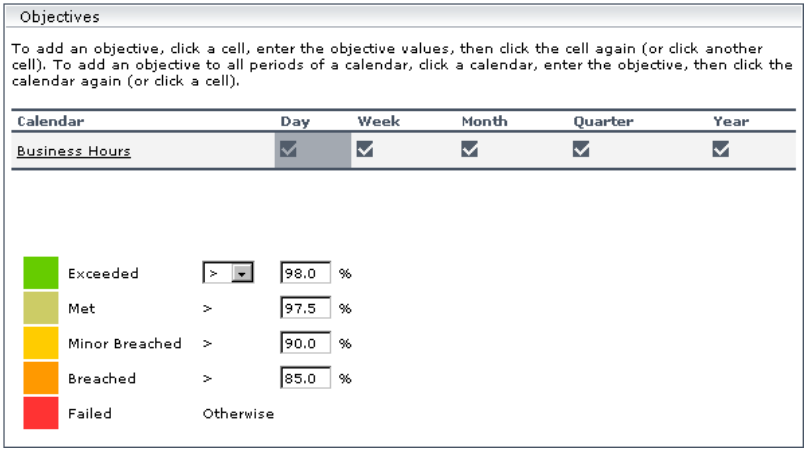
The Best Child (max.) rule returns the highest value held by any of the child CIs. For example, when calculating the best child result for the Availability KPI, the child with the highest availability is best (where 100% is the best availability and 0% is the worst).

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for an Availability KPI:



A Group CI with attached Availability KPI has three children, CI1, CI2, and CI3, whose Availability KPIs have following values: 95%, 97.6%, 96.3%. At report generation time, the rule returns the highest value (97.6%), and gives the agreement a Met status (the status color is olive).

Best Child (Min.)

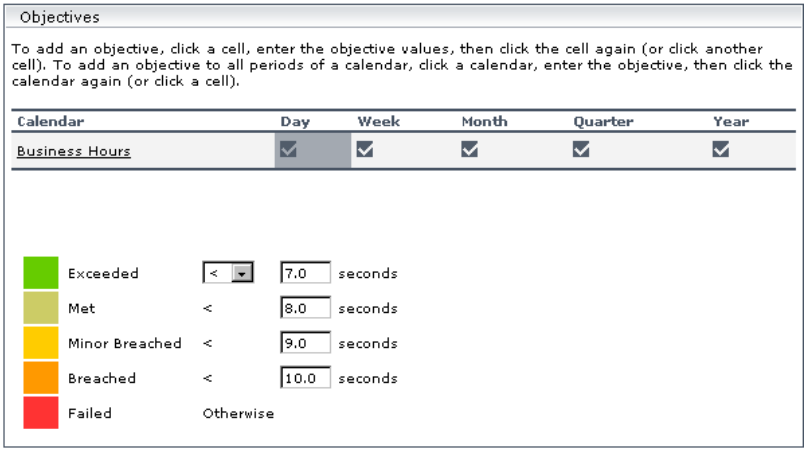
The Best Child (min.) rule returns the lowest value held by any of the child CIs. For example, when calculating the best child result for the Response Time KPI, the child with the shortest response time is best.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a Response Time KPI:



The Group CI with attached Response Time KPI has three children, CI1, CI2, and CI3, whose Response Time KPIs have 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 agreement a Minor Breached status (the color is yellow).

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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%).

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**
- **Ignore timed out trimming**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**
- **Ignore timed out trimming**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**
- **Ignore timed out trimming**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**
- **Ignore timed out trimming**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Minimum duration**
- **Default category**
- **Max duration**
- **Minimum number of failures**
- **Ignore timed out trimming**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

BPM Percentile

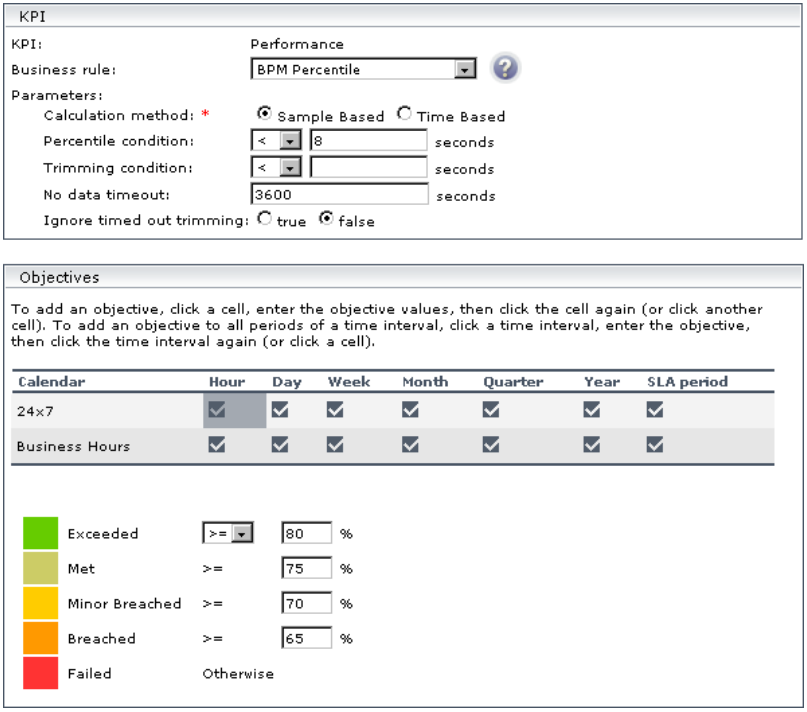
The BPM Percentile rule calculates in which percentile the Business Process Monitor CI performance times fall, as defined by the Percentile Condition parameter, for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT).

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement 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 agreement a Met status (the status color is olive).

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**
- **Trimming condition**
- **Ignore timed out trimming**
- **Percentile condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

For a Six Sigma result of 4, you expect that for every million CIs (opportunities), not more than 6,210 will fail.

Parameters

The rule parameters are:

- **No data timeout**
- **Ignore timed out trimming**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Six Sigma condition**
- **Trimming condition**
- **No data timeout**
- **Ignore timed out trimming**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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 agreement 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).

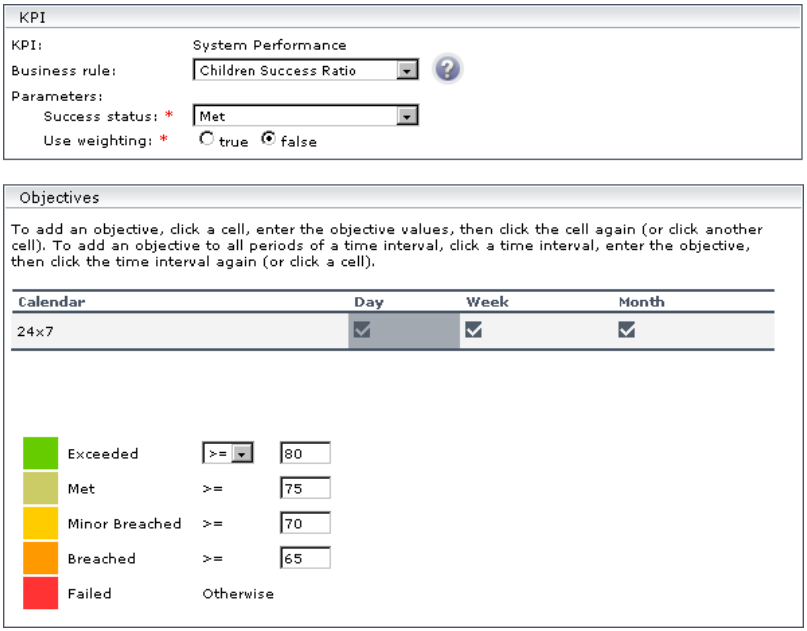
Service Level Management calculates the status of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in the Children Success Ratio rule.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a System 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, 75%).

The Group CI with attached 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 agreement a Breached status (the status color is orange).

Parameters

The rule parameters are:

- **Success status**
- **Use weighting**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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).

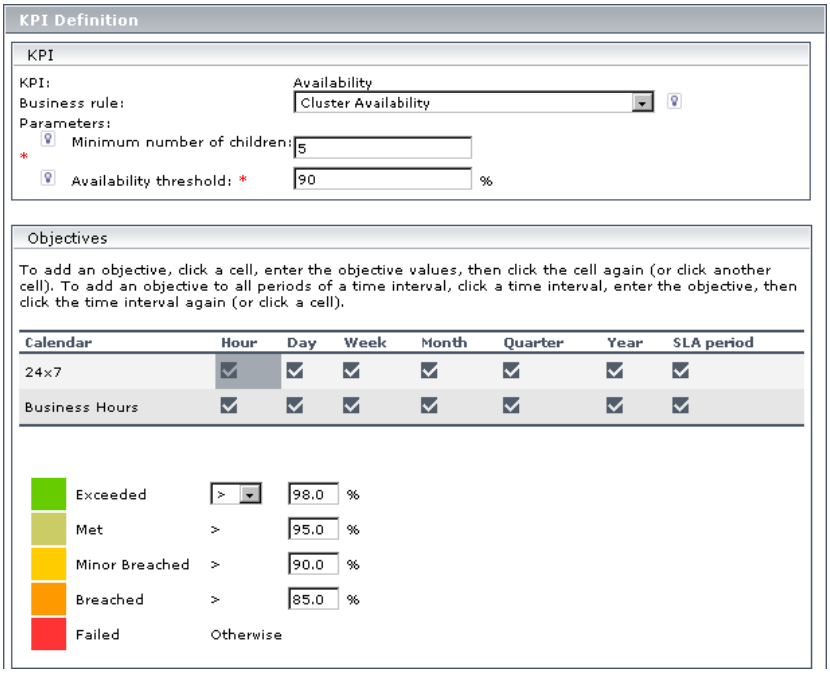
This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

You want to build an agreement 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 agreement 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 "Downtime Events" in *Using System Availability Management*.

Parameters

The rule parameters are:

- **Minimum number of children**
- **Availability threshold**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Is constant**
- **Constant value**
- **Random min. value**
- **Random max. value**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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%.

Parameters

The rule parameters are:

- **Availability field**
- **Available value**
- **Time stamp field**
- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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).

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Availability field**
- **Available value**
- **Performance field**
- **Time stamp field**
- **Trimming condition**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Group Average Value

The Group Average Value calculates the average, weighted value of the child CIs. The calculation takes child CI weights into consideration.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

An agreement 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.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Incidents Group Rule

The Incidents Group Rule assigns status at the group level for KPIs that handle HP Service Center incidents (the MTTR, MTBF, and MTBSI KPIs). The rule copies KPI status for the child CI to the parent CI.

Note: If there is more than one child CI, the rule randomly assigns the status of one of the children to the parent. If you want the KPI to show meaningful results you must manually change the group rule for these KPIs to the Worst Child (Min.) rule.

Change the rule in the Define KPIs page of the appropriate agreement wizard: See "Agreement Wizard" or the "Advanced Agreement Options Wizard" in *Using Service Level Management*.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

MTBF (Mean Time Between Failures)

Calculates the average time period between incidents for a Business Service (period when there are no open incidents), and assigns status by comparing the result with the objective targets.

For example, if there are no incidents through the whole tracking period of a day, then the entire day is between failures, and the MTBF on the day is 24 hours.

For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Initial state**
- **Final state**
- **Severity**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

MTBSI (Mean Time Between System Incidents)

Calculates the average time period between the opening timestamp of each incident for a Business Service, and assigns status by comparing the result with the objective targets.

There must be at least two incidents during a tracking period in order to have any results for that period.

For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Initial state**
- **Severity**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

MTTR (Mean Time to Recover)

For a business service, calculates the percentage of incidents (during the time period, for example, one day) that are within the time limit defined by the Percentile Condition parameter, and assigns status by comparing the result (the calculated percentage) with the objective targets.

For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Initial state**
- **Final state**
- **Percentile condition**
- **Severity**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Network Quality

The Network Quality rule calculates status for a Network KPI attached to an EMS Monitor CI (monitoring an HP OVO system).

SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Network status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Network severity is considered acceptable.

The Network Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Network KPI.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

Service Level Management checks the severity levels for the **Network** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.

The values are compared with the value defined in the **Severity failure value**, which is set as 3. Network severity is therefore considered to be acceptable in 60% of the samples.

Server1 is attached to SLA_factory, where the objective threshold for the Network KPI is set as Exceeded > 90%, else Failed. Network severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).

Parameters

Note: The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.

The rule parameters are:

- **Dimension name**
- **Severity failure value**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Number of Outages

Service Level Management calculates how many outages occurred during the tracking period for a specific calendar.

This rule uses the results (for the relevant calendar) of the outages rule, which determines the number of outages for the CI. The appropriate outages rule is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*.

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 calendar. For example, if the calendar 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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Availability threshold**
- **Minimum duration**
- **Default category**
- **Max duration**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Availability threshold**
- **Minimum duration**
- **Default category**
- **Max duration**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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 performs calculations by taking the results (for the relevant calendar) of the outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI during agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During a selected calendar, 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.

PNR (Point of No Return)

Note: This rule is for internal HP 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 agreement is in breach of contract.

This is a sibling rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

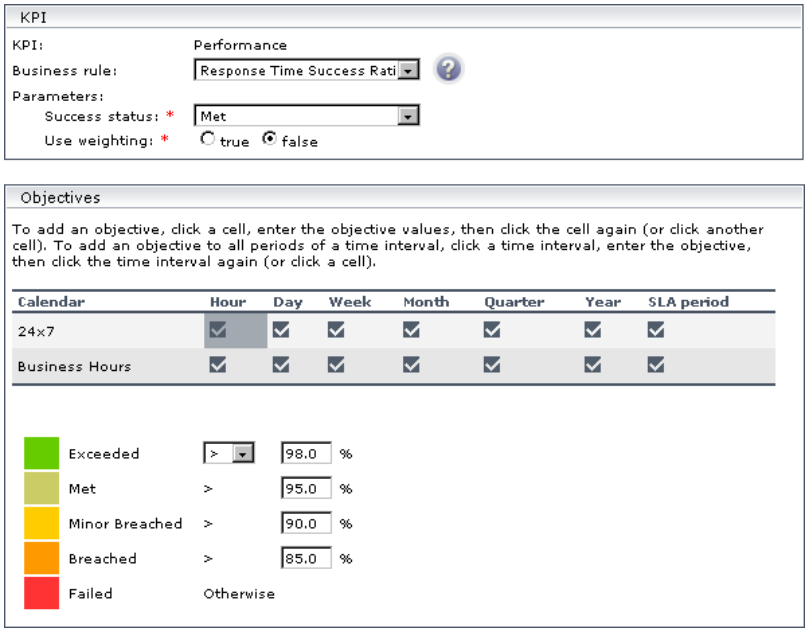
The Response Time Success Ratio rule calculates the status of each child CI, and provides a value for the success of the status.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement 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%).

A Group CI with attached Performance KPI has three children, CI1, CI2, and CI3: 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).

Parameters

The rule parameters are:

- **Success status**
- **Use weighting**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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 agreement objectives.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameter is: **Calculation method**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

RUM Page Percentile

This rule calculates status for a Performance KPI attached to a RUM Page Monitor CI, based on the percentage of acceptable performance results. Performance can be based on either **Total time** (= **page time** in End User Management Administration) or **Server time**, according to the value defined for the **Calculation field** parameter.

Acceptable performance means that the page time or server time measurement for the RUM page did not exceed the threshold set in End User Management Administration. The comparison with the threshold is performed by the Real User Monitor engine, which sends out the aggregated result (exceeded threshold/did not exceed threshold). Service Level Management receives the results as part of the input for each sample.

The RUM Page Percentile rule calculates the percentage of samples with acceptable performance results during each calculation period, and compares the percentage with agreement objective targets to determine status for the Performance KPI.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameter is: **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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 agreement objectives.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameter is: **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

RUM Transaction Availability

Calculates the availability percentages of CIs for a Real User Monitor transaction, by comparison with agreement objectives.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Minimum number of failures**
- **Minimum duration**
- **Default category**
- **Max duration**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Percentile condition**
- **Trimming condition**
- **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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 agreement objectives.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Six Sigma condition**
- **Trimming condition**
- **Calculation field**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Security Quality

The Security Quality rule calculates status for a Security KPI attached to an EMS Monitor CI (monitoring an HP OVO system).

SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Security status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Security severity is considered acceptable.

The Security Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Security KPI.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

Service Level Management checks the severity levels for the **Security** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.

The values are compared with the value defined in the **Severity failure value**, which is set as 3. Security severity is therefore considered to be acceptable in 60% of the samples.

Server1 is attached to SLA_factory, where the objective threshold for the Security KPI is set as Exceeded > 90%, else Failed. Security severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).

Parameters

Note: The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.

The rule parameters are:

- **Dimension name**
- **Severity failure value**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Service Level Management Forecast Rule

Note: This rule is for internal HP use only and should not be modified.

This rule calculates the status forecast for an agreement.

This is a sibling rule.

For details about the KPIs affected by this rule, see “Preconfigured Rule/KPI Association in Service Level Management” on page 298.

Service Level Management Status

Note: This rule is for internal HP use only and should not be modified.

This rule calculates the status of an agreement for the Status Snapshot report.

This is a sibling rule.

For details about the KPIs affected by this rule, see “Preconfigured Rule/KPI Association in Service Level Management” on page 298.

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.

For details about the KPIs affected by this rule, see “Preconfigured Rule/KPI Association in Service Level Management” on page 298.

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%).

Parameters

The rule parameter is: **Calculation method**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Calculation method**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

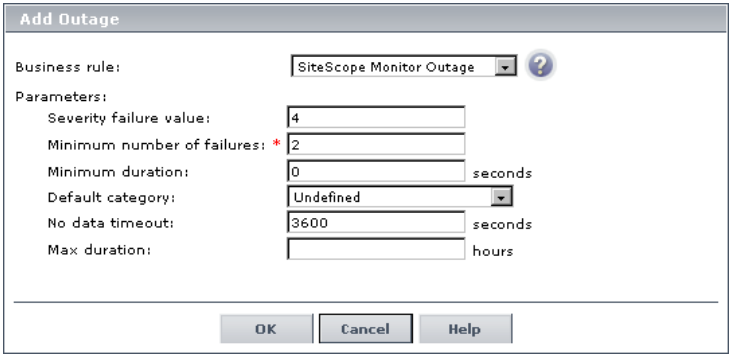
SiteScope Monitor Outage

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 Monitor CIs.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameters are:

- **Minimum number of failures**
- **Minimum duration**
- **Default category**
- **Max duration**
- **Severity failure value**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

SiteScope Monitor Rule

Service Level Management uses this rule to calculate SiteScope monitor availability.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Minimum number of failures**
- **Minimum duration**
- **Default category**
- **Max duration**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

SiteScope Percentile

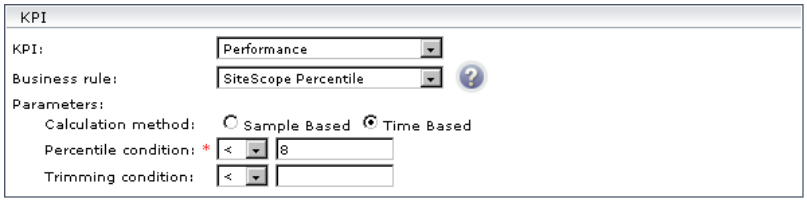
Service Level Management calculates in which percentile the SiteScope CI performance times fall, as defined by the Percentile condition operator and threshold, for SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT).

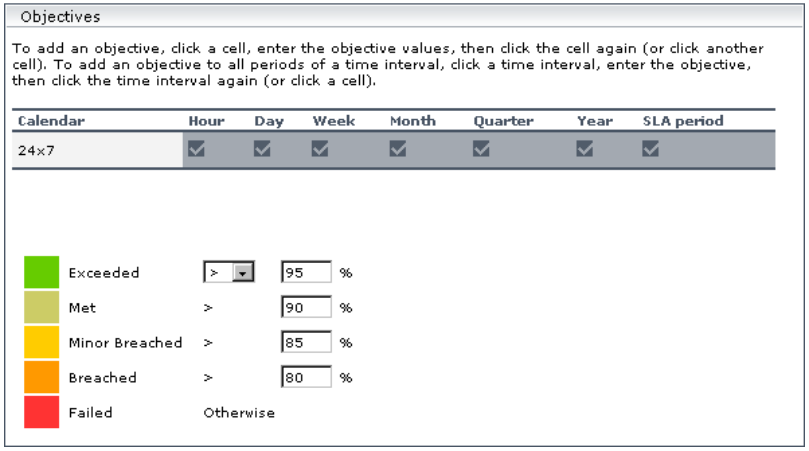
This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement 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 agreement an Exceeded status (the status color is green).

Parameters

The rule parameters are:

- **Calculation method**
- **Percentile condition**
- **Trimming condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

If you set a sigma of 4, you are expecting that for every million opportunities (CIs), not more than 6,210 will fail.

Parameters

The rule parameter is: **Use weighting**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

Parameters

The rule parameter is: **Six Sigma condition**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameter is: **Use weighting**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

SOA Diagnostics Availability

Calculates the availability of Diagnostics CIs that belong to the Diagnostics Web Service configuration item type (CIT), by comparison with agreement objectives.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

SOA Diagnostics 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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Trimming condition**
- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Calculation method**
- **No data timeout**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

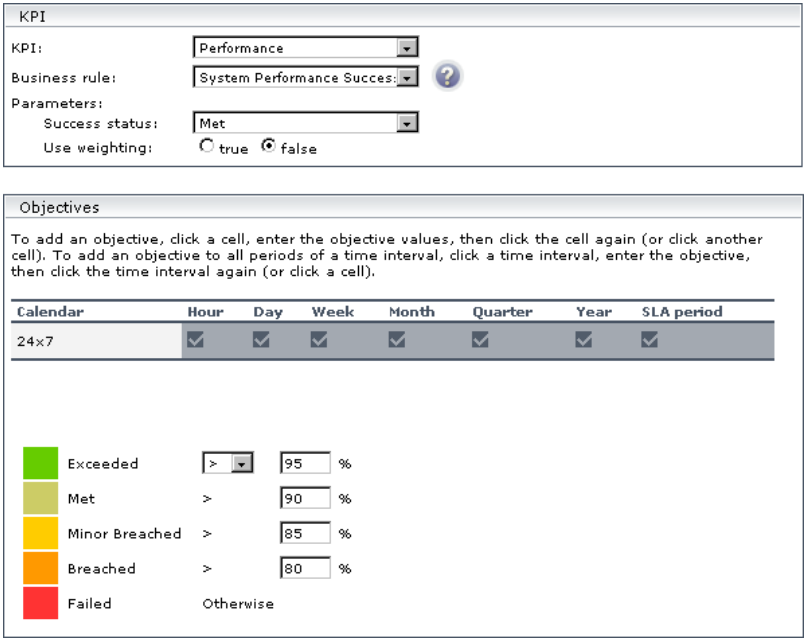
The System Performance Success Ration rule enables you to compare, in the same report, CIs that measure different types of activity. For example, an agreement that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages).

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement 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%).

A Group CI with attached 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 agreement an Exceeded status (the status color is green).

Parameters

The rule parameters are:

- **Success status**
- **Use weighting**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

System Quality

The System Quality rule calculates status for a System KPI attached to an EMS Monitor CI (monitoring an HP OVO system).

SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for System status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then System severity is considered acceptable.

The System Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the System KPI.

This is a monitor rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

Service Level Management checks the severity levels for the **System** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.

The values are compared with the value defined in the **Severity failure value**, which is set as 3. System severity is therefore considered to be acceptable in 60% of the samples.

Server1 is attached to SLA_factory, where the objective threshold for the System KPI is set as Exceeded > 90%, else Failed. System severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).

Parameters

Note: The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.

The rule parameters are:

- **Dimension name**
- **Severity failure value**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Time Between Outages

Note: This rule was named **MTBF** in previous versions.

Service Level Management calculates the mean time between outages, that is, the tracking period divided by the number of outages.

This rule performs calculations by taking the results (for the relevant calendar) of an outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI that is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*.

Service Level Management calculates the time between outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

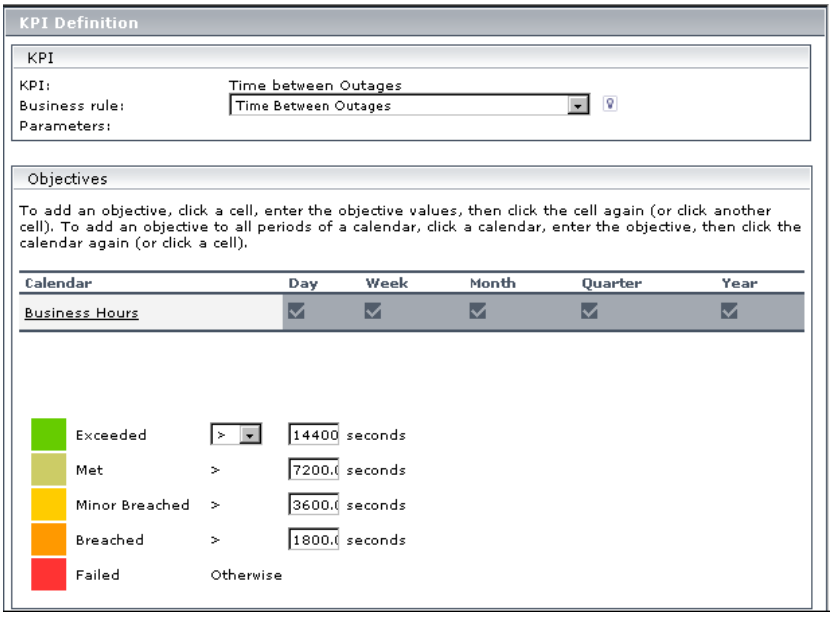
This is a sibling rule.

Note: There is an alternative Time Between Outages rule, described in "Time Between Outages - Alternate" on page 287.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a Time Between Outages KPI as follows:



The Outage Summary report shows the following outages that occurred during the Business Hours calendar:

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 time between outages 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).

Time Between Outages - Alternate

Note: This rule was named **MTBF - Alternate** in previous versions.

The Time Between Outages Alternate rule provides a second method for calculating the mean time between outages (the other method is described in "Time Between Outages" on page 285).

The rule calculates the total uptime divided by the number of outages. The total uptime is the tracking period minus the total outage duration.

This rule performs calculations by taking the results (for the relevant calendar) of an outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI that is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*.

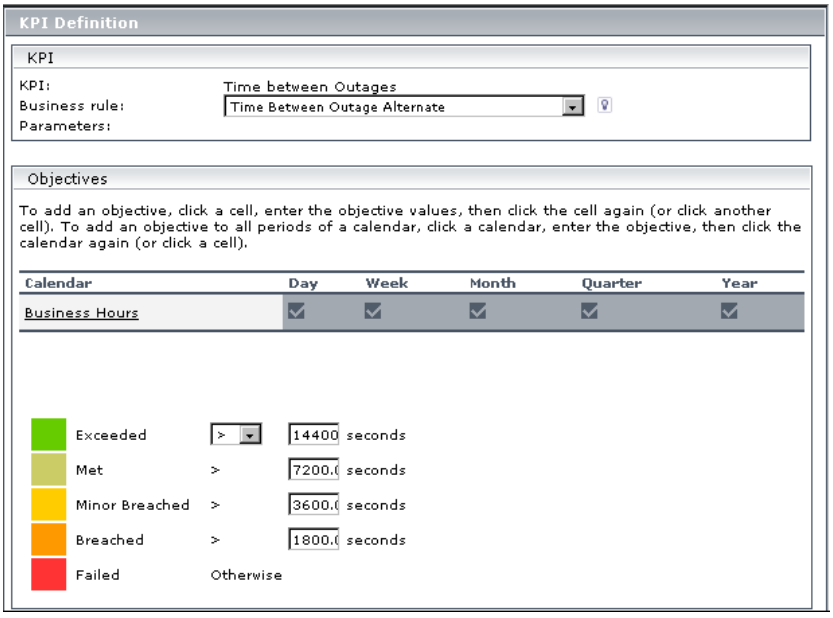
Service Level Management calculates the time between outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered.

This is a sibling rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a Time Between Outages KPI as follows:



The Outage Summary report shows the following outages that occurred during the Business Hours calendar:

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.

Time Between Outages 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).

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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 agreement, 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%.

Parameters

The rule parameter is: **Number of ignored children**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

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.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Parameters

The rule parameters are:

- **Minimum number of failures**
- **Minimum duration**
- **Default category**
- **Max duration**

For more details about the rule's parameters, see "List of Service Level Management Business Rule Parameters" on page 294.

Worst Child (Max.)

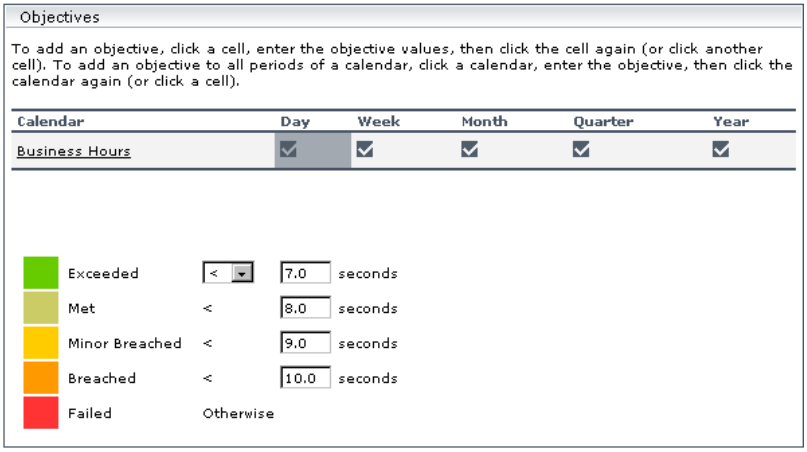
Service Level Management returns the highest value held by any of the child CIs. For example, when calculating the worst child result for the Response Time KPI, the child with the longest response time is worst.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a Response Time KPI:



A Group CI with attached 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 agreement a Failed status (the color is red).

Worst Child (Min.)

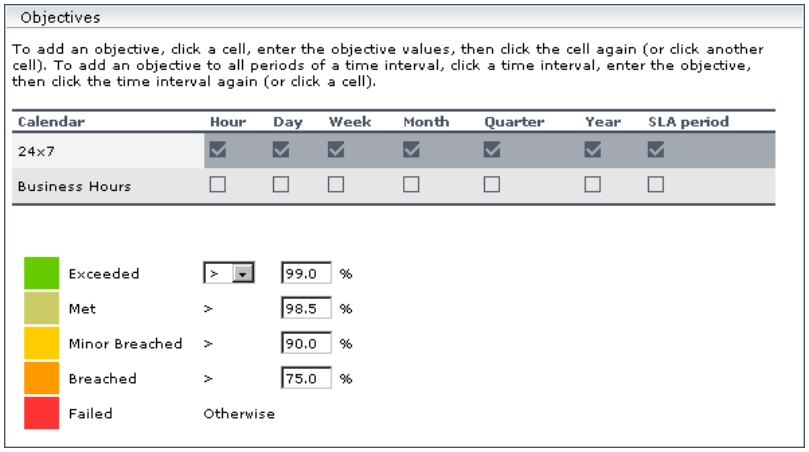
Service Level Management returns the lowest value held by any of the child CIs. For example, when calculating the worst child result for the System Availability KPI, the child with the lowest percentage availability is the worst.

This is a group rule.

For details about the KPIs affected by this rule, see "Preconfigured Rule/KPI Association in Service Level Management" on page 298.

Example

During agreement creation, you set objectives for a System Availability KPI:



A Group CI with attached 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 agreement a Minor Breached status (the color is yellow).

List of Service Level Management Business Rule Parameters

The rule parameters are as follows (in alphabetical order):

Parameter	Description
Availability field	The name of the availability field in the external source sample. Default/Mandatory – -/Yes
Availability threshold	The availability threshold in percentages, above which a cluster is considered available. Default/Mandatory – 90/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
Calculation field	Total time: total page download time; server time: total time page remains on the server. Default/Mandatory – Total time/Yes
Calculation method	Sample-based: rule calculates per sample; time-based: rule calculates by sample duration. Default/Mandatory – Time Based/Yes
Constant value	The value of the persistent data. Default/Mandatory – 80/Yes
Default category	Classifies a probable outage cause for use in Outage Summary reports. Default/Mandatory – Undefined/No
Dimension name	The name of the required field in the HP OVO sample. Default/Mandatory – <According to context>/Yes

Parameter	Description
Final state	The state at which the lifecycle of the incident ends. Default/Mandatory – Close/Yes
Ignore timed out trimming	Exclude samples that are timed out. Default/Mandatory – false/Yes
Initial state	The state at which the lifecycle of the incident starts. Default/Mandatory – Open/Yes
Is constant	True: the data is persistent. Default/Mandatory – 5/Yes
Max duration	(For advanced users only.) The maximum duration in hours that can be considered an outage. Default/Mandatory – -/No
Minimum duration	The minimum duration in seconds that can be considered an outage. Default/Mandatory – 0/Yes
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
Minimum number of failures	The minimum number of failures that must occur to be considered an outage. Default/Mandatory – 2/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

Parameter	Description
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
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
Performance field	The name of the performance field in the external source sample. Default/Mandatory – -/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
Random min. value	(If **false** is selected in the Is constant field.) The minimum value of the non-persistent data. Default/Mandatory – 60/Yes
Severity	The lowest severity value for calculations. Only incidents of this severity value and higher are calculated. The value is an integer, as defined in the conversion method in the SiteScope ticket.config file. For details, see "HP ServiceCenter Monitor Settings" in *Using System Availability Management* Default/Mandatory – 3/Yes
Severity failure value (for SiteScope Monitor Outage rule)	The severity value, for status changes, at which an agreement is considered unavailable. Default/Mandatory – 5/Yes
Severity failure value	At this value, or any higher value, the severity level is considered as a failure. Default/Mandatory – 3/Yes

Parameter	Description
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
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
Time stamp field	The name of the time stamp field in the external source sample. Default/Mandatory – time_stamp/Yes
Trimming condition	Ignore outlier trimmed values. Default/Mandatory – -/No
Use weighting	True: include weighting values. Default/Mandatory – false/Yes

Preconfigured Rule/KPI Association in Service Level Management

This section provides a list of the rules available in the Service Level Management repositories and the KPIs they are attached to. For details about the KPIs, see "List of Service Level Management KPIs and Details" on page 116.

Default Rules	KPI
"Application Quality" on page 228	"Application" on page 117
"Average Outage Duration" on page 230	"Average Outage Duration" on page 118
"Best Child (Max.)" on page 232	"Availability" on page 118 "Availability Six Sigma" on page 118 "MTBF (Mean Time Between Failures)" on page 119 "Performance" on page 121 "Performance Six Sigma" on page 121 "System Availability" on page 125 "User Availability" on page 126 "User Performance" on page 126
"Best Child (Min.)" on page 233	"Average Outage Duration" on page 118 "Number of Outages" on page 120 "Outage Duration" on page 120 "Response Time" on page 122 "System Performance" on page 125
"BPM Average Availability" on page 234 (for monitor rules only)	"Availability" on page 118
"BPM Average Response Time" on page 234	"Response Time" on page 122
"BPM Max. Response Time" on page 235	"Response Time" on page 122

Default Rules	KPI
"BPM Min. Response Time" on page 236	"Response Time" on page 122
"BPM Outage" on page 237	"Outages" on page 121
"BPM Percentile" on page 238	"Performance" on page 121
"BPM Six Sigma Availability" on page 239	"Availability Six Sigma" on page 118
"BPM Six Sigma Performance" on page 240	"Performance Six Sigma" on page 121
"Children Success Ratio" on page 241	"Availability" on page 118 "Performance" on page 121 "System Performance" on page 125 "User Performance" on page 126
"Cluster Availability" on page 243	"Availability" on page 118 "System Availability" on page 125 "User Availability" on page 126
"External Source Average Availability" on page 246	"System Availability" on page 125
"External Source Average Availability" on page 246 (for monitor rules only)	"Availability" on page 118
"External Source Average Value" on page 247	"System Performance" on page 125

Default Rules	KPI
"Group Average Value" on page 248	"Availability" on page 118 "Availability Six Sigma" on page 118 "MTBF (Mean Time Between Failures)" on page 119 "Average Outage Duration" on page 118 "Number of Outages" on page 120 "Outage Duration" on page 120 "Performance" on page 121 "Performance Six Sigma" on page 121 "Response Time" on page 122 "System Availability" on page 125 "User Availability" on page 126 "User Performance" on page 126 "System Performance" on page 125
"Group Sum Value" on page 248	"Throughput" on page 125
"Incidents Group Rule" on page 249	"MTBF (Mean Time Between Failures)" on page 119 "MTBSI (Mean Time Between System Incidents)" on page 119 "MTTR (Mean Time to Repair)" on page 119
"MTBF (Mean Time Between Failures)" on page 249	"MTBF (Mean Time Between Failures)" on page 119
"MTBSI (Mean Time Between System Incidents)" on page 250	"MTBSI (Mean Time Between System Incidents)" on page 119
"MTTR (Mean Time to Recover)" on page 250	"MTTR (Mean Time to Repair)" on page 119
"Network Quality" on page 251	"Network" on page 120
"Number of Outages" on page 252	"Number of Outages" on page 120

Default Rules	KPI
"Outage Based on Availability" on page 253	"Outages" on page 121
"Outage Duration" on page 255	"Outage Duration" on page 120
"Outages Based on System Availability" on page 254	"Outages" on page 121
"PNR (Point of No Return)" on page 256	"PNR (Point of No Return)" on page 122
"Response Time Success Ratio" on page 256	"Performance" on page 121
"RUM Page Availability" on page 258	"Availability" on page 118
"RUM Page Average Response Time" on page 258	"Response Time" on page 122
"RUM Page Percentile" on page 259	"Performance" on page 121
"RUM Page Six Sigma Availability" on page 259	"Availability Six Sigma" on page 118
"RUM Page Six Sigma Performance" on page 260	"Performance Six Sigma" on page 121
"RUM Session User Availability" on page 260	"User Availability" on page 126
"RUM Session User Performance" on page 260	"User Performance" on page 126
"RUM Transaction Availability" on page 261	"Availability" on page 118
"RUM Transaction Average Response Time" on page 261	"Response Time" on page 122
"RUM Transaction Max. Response Time" on page 261	"Response Time" on page 122
"RUM Transaction Min. Response Time" on page 262	"Response Time" on page 122
"RUM Transaction Outage" on page 262	"Outages" on page 121

Default Rules	KPI
"RUM Transaction Percentile" on page 263	"Performance" on page 121
"RUM Transaction Six Sigma Availability" on page 263	"Availability Six Sigma" on page 118
"RUM Transaction Six Sigma Performance" on page 264	"Performance Six Sigma" on page 121
"Security Quality" on page 264	"Security" on page 122
"Service Level Management Forecast Rule" on page 266	"SLM Month Forecast" on page 123 "SLM Quarter Forecast" on page 123 "SLM Week Forecast" on page 124 "SLM Year Forecast" on page 124
"Service Level Management Status" on page 266	"SLM Status" on page 123
"SiteScope Average Availability" on page 266	"System Availability" on page 125
"SiteScope Average Value" on page 267	"System Performance" on page 125
"SiteScope Max. Value" on page 268	"System Performance" on page 125
"SiteScope Min. Value" on page 268	"System Performance" on page 125
"SiteScope Monitor Outage" on page 269	"Outages" on page 121
	"Outages" on page 121
"SiteScope Monitor Rule" on page 271	"System Availability" on page 125
"SiteScope Monitor Six Sigma" on page 271	"Availability Six Sigma" on page 118
"SiteScope Outage" on page 271	"Outages" on page 121
"SiteScope Percentile" on page 272	"Performance" on page 121
"SiteScope Six Sigma Availability" on page 274	"Availability Six Sigma" on page 118
"SiteScope Six Sigma Performance" on page 274	"Performance Six Sigma" on page 121

Default Rules	KPI
"Six Sigma Group" on page 275	"Availability Six Sigma" on page 118 "Performance Six Sigma" on page 121
"SOA Diagnostics Availability" on page 276	"Availability" on page 118
"SOA Diagnostics Average Response Time" on page 276	"Response Time" on page 122
"SOA Diagnostics Average Throughput" on page 276	"Throughput" on page 125
"SOA Diagnostics Max. Response Time" on page 276	"Response Time" on page 122
"SOA Diagnostics Max. Throughput" on page 277	"Throughput" on page 125
"SOA Diagnostics Min. Response Time" on page 277	"Response Time" on page 122
"SOA Diagnostics Min. Throughput" on page 277	"Throughput" on page 125
"SOA Diagnostics Performance Percentile" on page 277	"Performance" on page 121
"SOA Diagnostics Six Sigma on Availability" on page 278	"Availability Six Sigma" on page 118
"SOA Diagnostics Six Sigma on Performance" on page 278	"Performance Six Sigma" on page 121
"SOA SiteScope Availability" on page 278	"Availability" on page 118
"SOA SiteScope Average Total Time" on page 279	"Response Time" on page 122
"SOA SiteScope Max. Total Time" on page 279	"Response Time" on page 122
"SOA SiteScope Min. Total Time" on page 280	"Response Time" on page 122

Default Rules	KPI
"SOA SiteScope Performance" on page 280	"Performance" on page 121
"SOA Six Sigma on Availability" on page 281	"Availability Six Sigma" on page 118
"SOA Six Sigma on Performance" on page 281	"Performance Six Sigma" on page 121
"System Performance Success Ratio" on page 282	"Performance" on page 121
"System Quality" on page 283	"System" on page 124
"Time Between Outages" on page 285	"Time Between Outages" on page 126
"Time Between Outages - Alternate" on page 287	"Time Between Outages" on page 126
"Volume Average Value" on page 291	"Availability" on page 118 "Performance" on page 121 "Response Time" on page 122 "System Availability" on page 125 "System Performance" on page 125 "User Availability" on page 126 "User Performance" on page 126
"Web Service SiteScope Outage" on page 291	"Outages" on page 121
"Worst Child (Max.)" on page 292	"Average Outage Duration" on page 118 "Number of Outages" on page 120 "Outage Duration" on page 120 "Response Time" on page 122 "System Performance" on page 125

Default Rules	KPI
"Worst Child (Min.)" on page 293	"Availability" on page 118 "Availability Six Sigma" on page 118 "MTBF (Mean Time Between Failures)" on page 119 "Performance" on page 121 "Performance Six Sigma" on page 121 "System Availability" on page 125 "User Availability" on page 126 "User Performance" on page 126

Hidden Advanced Rule Parameters

Some Service Level Management Business Rule parameters are intended for users with an advanced knowledge of Service Level Management and, by default, are hidden from view.

If you want these advanced parameters to be displayed, change the default setting. Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, choose **Applications**, select **Service Level Management**, and locate the **Display advanced business logic parameters** entry. Change the value to **True**.

6

Context Menus Repository Reference

This chapter includes the pages and dialog boxes that are part of the Context Menu Repository user interface.

This chapter describes:	On page:
List of Context Menus	307
Preconfigured Context Menu/Context Menu Item Association	325

List of Context Menus

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" on page 310
- "BPM Group Menu with Layers View" on page 310
- "Business Process Insight" on page 310
- "Business Process Monitor Group Menu" on page 310
- "Business Unit Menu" on page 310
- "CI Neighbors" on page 311
- "CI Properties" on page 311
- "CIM Measurement Menu" on page 311

- "Config File Menu" on page 312
- "Dashboard Administration Menu" on page 312
- "Deep Transactions Tracing Context Menu" on page 312
- "Default Menu" on page 313
- "Delete CI" on page 313
- "Diagnostics BPM Menu" on page 313
- "Diagnostics Monitor Menu" on page 314
- "Diagnostics Probe Group Menu" on page 314
- "Diagnostics Probe Menu" on page 314
- "EMS Clear Events" on page 314
- "EMS Measurement Menu" on page 314
- "Group Menu" on page 315
- "HP SC Menu" on page 315
- "ITU Nodes" on page 315
- "ITU Root" on page 316
- "Locate CI" on page 316
- "Locate CI in SLA" on page 317
- "OVO Drill Down Event" on page 317
- "RUM Application Error Monitor Menu" on page 317
- "RUM Application Menu" on page 318
- "RUM End User Group Container Menu" on page 318
- "RUM End User Group Menu" on page 318
- "RUM End User's Menu" on page 318
- "RUM Errors Menu" on page 318
- "RUM Group Menu" on page 319
- "RUM HTTP Error Monitor Menu" on page 319
- "RUM Informational Event Monitor Menu" on page 319

- "RUM Informational Events Menu" on page 319
- "RUM Page Monitor Menu" on page 320
- "RUM Servers Menu" on page 320
- "RUM Server Menu" on page 320
- "RUM Session Monitor Menu" on page 320
- "RUM Transaction Monitor Menu" on page 320
- "SAP Alert Acknowledgment" on page 321
- "SAP Menu" on page 321
- "SAP System Menu" on page 321
- "SAP Transaction Menu" on page 321
- "SAP Transport Menu" on page 321
- "Service Menu" on page 322
- "Service Mng Menu" on page 322
- "Siebel Database Breakdown Diagnostics Menu" on page 322
- "Siebel Diagnostics Menu" on page 322
- "Siebel Menu" on page 322
- "Siebel SARM and DBBD Diagnostics Menu" on page 323
- "SiteScope Web Service Monitor Menu" on page 323
- "SiteScope Group Menu" on page 323
- "Sitescope Measurement Menu" on page 323
- "Sitescope Monitor Menu" on page 323
- "Transaction Measurement Menu" on page 324
- "VM Context Menu" on page 324
- "Web Service Menu" on page 324
- "Web Service Operations Menu" on page 324

BMC Measurement Menu

Context menu for measurement CIs originating from a BMC Patrol system.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

BPM Group Menu with Layers View

Context menu for group CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Business Process Insight

Context menu for Business Process CIs, BPI Monitor CIs, and BPI Monitor CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Business Process Monitor Group Menu

Context menu for group CIs where the data originates from a Business Process Monitor source.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Business Unit Menu

Internal.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

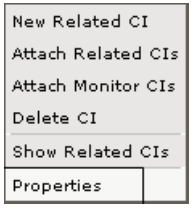
CI Neighbors

Context menu in the CMDB.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

CI Properties

Context menu in the CMDB.



For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

CIM Measurement Menu

Context menu for measurement CIs originating from a Compaq Insight Manager (CIM) system.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Config File Menu

Not in use.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Dashboard Administration Menu

Displays the context menu in Dashboard Admin.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Deep Transactions Tracing Context Menu

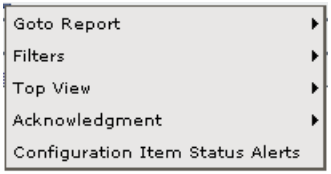
Context menu that is used in Dashboard in certain monitoring views, to drill from a specific transaction to the Diagnostics transaction screen.

This context menu is available only if HP TransactionVision has been installed. For details, see "Understanding Deep Transaction Tracing Integration in Dashboard" in *Using Dashboard*.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Default Menu

Displays the context menu in Dashboard Console tab.



For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Delete CI

Context menu in the CMDB.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Diagnostics BPM Menu

Context menu that is used in Dashboard in monitoring views, to drill from a specific transaction to the Diagnostics transaction screen.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Diagnostics Monitor Menu

Context menu that is used in Dashboard.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

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.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Diagnostics Probe Menu

Context menu that is used from the monitoring views in Dashboard, to drill down from a specific probe CI to the Diagnostics transaction screen.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

EMS Clear Events

Context menu for CIs originating from the OVO source adapter.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

EMS Measurement Menu

Context menu for measurement CIs originating from an Enterprise Management Systems (EMS) source.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Group Menu

The default context menu for most of the business configuration item types (CITs).

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

HP SC Menu

Context menu for Business Service CIs or EMS Monitor CIs under Business Service CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

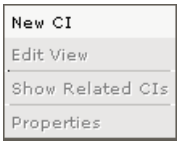
ITU Nodes

Context menu for CIs in IT Universe Manager View Explorer. For details, see "View Explorer" in *Reference Information*. The options that appear in the context menu depend on the context.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

ITU Root

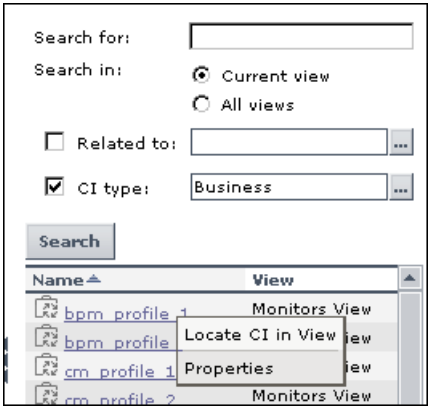
Context menu group CI in IT Universe Manager View Explorer. For details, see "View Explorer" in *Reference Information*. The options that appear in the context menu depend on the context.



For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Locate CI

Context menu after a search operation in IT Universe.



For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Locate CI in SLA

Internal.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

OVO Drill Down Event

Context menu attached to EMS Monitor CIs that enables drilling down to the HP OVO application.

Limitations:

- Drilling down to the HP OVO application is supported only when HP OVO is installed on a Unix server.
- You must have specified the user name, password, and host machine in the EMS integration definition. For details, see "Add Integration Dialog Box" in *Solutions and Integrations*.
- This capability is only supported for one HP OVO application. If more than one OVO integration exists, the drill down feature works only for one of them.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Application Error Monitor Menu

Context menu for RUM Error Event CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Application Menu

Context menu for Application CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM End User Group Container Menu

Context menu for RUM End User Group Container CIs in the Real User End Users view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM End User Group Menu

Context menu for RUM End User Groups CIs in the Real User End Users view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM End User's Menu

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Errors Menu

Context menu for RUM Errors Event CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Group Menu

Context menu for RUM End User Group monitor CIs in the Real User End Users view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM HTTP Error Monitor Menu

Context menu for RUM HTTP Error Monitor CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Informational Event Monitor Menu

Context menu for RUM Informational Event Monitor CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Informational Events Menu

Context menu for RUM Informational Events CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Page Monitor Menu

Context menu for RUM Page Monitor CIs in the Real User Application view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Servers Menu

Context menu for RUM Servers CIs in the Real User Servers view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Server Menu

Context menu for RUM Server Monitor CIs in the Real User Servers view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Session Monitor Menu

Context menu for RUM Session Monitor CIs in the Real User Applications view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

RUM Transaction Monitor Menu

Context menu for RUM Transaction Monitor CIs in the Real User Applications view.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SAP Alert Acknowledgment

Context menu for a SAP Alert CI.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SAP Menu

Context menu for a SAP-related CI.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SAP System Menu

Context menu for a SAP System CI.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SAP Transaction Menu

Context menu for a Transaction CI.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SAP Transport Menu

Context menu for a Transport CI.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Service Menu

Internal.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Service Mng Menu

Internal.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Siebel Database Breakdown Diagnostics Menu

Context menu for Siebel-specific CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Siebel Diagnostics Menu

Context menu for Siebel-specific CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Siebel Menu

Context menu for Siebel-specific CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Siebel SARM and DBBD Diagnostics Menu

Context menu for Siebel-specific CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SiteScope Web Service Monitor Menu

Context menu for SiteScope Web Service Monitor CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

SiteScope Group Menu

Context menu for SiteScope group CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Sitescope Measurement Menu

Context menu for measurements CIs originating from SiteScope.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Sitescope Monitor Menu

Context menu for SiteScope monitor CIs when there is no measurement level for the monitor.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Transaction Measurement Menu

Context menu for transaction measurement CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

VM Context Menu

Context menu in View Manager in the CMDB.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Web Service Menu

Context menu for Web Service CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Web Service Operations Menu

Context menu for Web Service Operation CIs.

For details about the default context menu items attached to this context menu, see "Preconfigured Context Menu/Context Menu Item Association" on page 325.

Preconfigured Context Menu/Context Menu Item Association

This section lists the available context menus and their default options.

Context Menu	Default Context Menu Items
"BMC Measurement Menu" on page 310	"Go To Report" on page 376 "Filters" on page 372 "Show in Top View" on page 401 "Show Path to Root" on page 401 "Show Problematic Subtree" on page 402 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Business Process Insight" on page 310	"Go to BPI" on page 374
"BPM Group Menu with Layers View" on page 310	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373 "Drill to Diagnostics" on page 359

Context Menu	Default Context Menu Items
"Business Process Monitor Group Menu" on page 310	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373 "Drill to Diagnostics" on page 359
"Business Unit Menu" on page 310	"SLAs Summary Report" on page 413
"CI Neighbors" on page 311	"Show Related CIs" on page 404
"CI Properties" on page 311	"Properties" on page 389
"CIM Measurement Menu" on page 311	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Config File Menu" on page 312	"Go To Report" on page 376 "Show Service Impact" on page 406
"Dashboard Administration Menu" on page 312	"Add KPI" on page 345 "KPI Data Over Time" on page 377
"Deep Transactions Tracing Context Menu" on page 312	"Deep Transaction Tracing Reports" on page 355

Context Menu	Default Context Menu Items
"Default Menu" on page 313	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Delete CI" on page 313	"Delete CI" on page 356
"Diagnostics BPM Menu" on page 313	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Drill to Diagnostics" on page 359
"Diagnostics Monitor Menu" on page 314	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382
"Diagnostics Probe Group Menu" on page 314	"Drill to Diagnostics" on page 359
"Diagnostics Probe Menu" on page 314	"Drill to Diagnostics" on page 359
"EMS Clear Events" on page 314	"Clear Events" on page 349

Context Menu	Default Context Menu Items
"EMS Measurement Menu" on page 314	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Group Menu" on page 315	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"HP SC Menu" on page 315	"HP Service Center" on page 377 "Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414
"ITU Nodes" on page 315	"New Related CI" on page 381 "Attach Related CIs" on page 346 "Attach Monitor CIs" on page 345 "Delete CI" on page 356
"ITU Root" on page 316	"New CI" on page 379 "Edit View" on page 360
"Locate CI" on page 316	"Locate CI in View" on page 379
"Locate CI in SLA" on page 317	"Locate CI in SLA" on page 379
"OVO Drill Down Event" on page 317	"OVO Drill Down" on page 384

Context Menu	Default Context Menu Items
"RUM Application Error Monitor Menu" on page 317	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM Application Menu" on page 318	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM End User Group Container Menu" on page 318	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM End User Group Menu" on page 318	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373

Context Menu	Default Context Menu Items
"RUM End User's Menu" on page 318	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM Errors Menu" on page 318	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM Group Menu" on page 319	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373 "Drill to Diagnostics" on page 359

Context Menu	Default Context Menu Items
"RUM HTTP Error Monitor Menu" on page 319	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Problem Isolation" on page 388 "Find Visible and Hidden Child CIs" on page 373
"RUM Informational Event Monitor Menu" on page 319	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM Informational Events Menu" on page 319	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373

Context Menu	Default Context Menu Items
"RUM Page Monitor Menu" on page 320	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373 "Drill to Diagnostics" on page 359
"RUM Servers Menu" on page 320	"Go To Report" on page 376
"RUM Server Menu" on page 320	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"RUM Session Monitor Menu" on page 320	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373

Context Menu	Default Context Menu Items
"RUM Transaction Monitor Menu" on page 320	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"SAP Alert Acknowledgment" on page 321	"Complete Alert" on page 350 "Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"SAP Menu" on page 321	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Application Mapping" on page 345 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373

Context Menu	Default Context Menu Items
"SAP System Menu" on page 321	"Go To Report" on page 376 "Filters" on page 372 "Application Mapping" on page 345 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"SAP Transaction Menu" on page 321	"Go To Report" on page 376 "Filters" on page 372 "Application Mapping" on page 345 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"SAP Transport Menu" on page 321	"Go To Report" on page 376 "Filters" on page 372 "Application Mapping" on page 345 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Service Menu" on page 322	"CI Impact Report" on page 348

Context Menu	Default Context Menu Items
"Service Mng Menu" on page 322	"Create New Business Service" on page 352 "Edit Business Service" on page 359 "Delete Business Service" on page 356 "Create New SLA from Business Service" on page 353
"Siebel Database Breakdown Diagnostics Menu" on page 322	"Go To Siebel Diagnostics" on page 376
"Siebel Diagnostics Menu" on page 322	"Go To Siebel Diagnostics" on page 376
"Siebel Menu" on page 322	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
"Siebel SARM and DBBD Diagnostics Menu" on page 323	"Go To Siebel Diagnostics" on page 376
"SiteScope Web Service Monitor Menu" on page 323	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382

Context Menu	Default Context Menu Items
"SiteScope Group Menu" on page 323	"Go To Report" on page 376 "Filters" on page 372 "Top View" on page 414 "Acknowledgement" on page 343 "Problem Isolation" on page 388 "Open Ticket in MSD" on page 382 "Find Visible and Hidden Child CIs" on page 373
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Context Menu	Default Context Menu Items
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7

Context Menu Items Repository Reference

This chapter includes the pages and dialog boxes that are part of the Context Menu Items Repository user interface.

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.

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List of Context Menu Items Detailed Description

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Acknowledgement

Opens the Set/Unset Acknowledgment window relevant to the CI, in Dashboard. For details, see "Acknowledge Performance Problems" in *Using Dashboard*.

The context menu item does not use a pre-processor or post-processor class.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Acknowledgement Details

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "Acknowledgments Details Dialog Box" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Add KPI

Opens the New KPI page in Dashboard Administration. For details, see "New KPI/Add KPI to Multiple CIs/Edit KPI/Edit KPI for Child Transaction Dialog Box" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Application Mapping

Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "HP Business Availability for SAP Applications" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Attach Monitor CIs

Opens the Select Related CI wizard relevant to the CI, in IT Universe Manager. For details, see "Working with CIs" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 433.

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 World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 433.

Change Report

Opens the Change report in Dashboard. For details, see "Change Report Page" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

CI Impact Report

Opens the Related Change Request report in Dashboard. For details, see "Related Change Requests Report" in *Using Dashboard*.

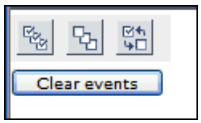
For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Clear Events

Activates a popup window that enables the user to clear any event. A clear event is then published on the BUS.

The Clear Event context menu item activates a popup window that enables the user to clear any event. A clear event is then published on the BUS.



For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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:

- **SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.
- **HEIGHT.** The opened window height, in pixels.
- **SLAVE_WIN.** If set to **1** it checks that the window closes when the application is closed.
- **Base URL.** The location of file: **/topaz/jsps/dash/ClearEventContextMenu.jsp**
- **WIDTH.** The opened window width, in pixels.
- **WIN_NAME.** Specifies the window name.
- **RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

Complete Alert

Activates a URL call to the relevant SAP system and completes the selected SAP alert.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

Component Topology

Displays the Component Topology report. For details, see "Component Topology Report" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Configuration Item Status Alerts

Opens the Configuration Item Status Alert report relevant to the CI. For details, see "Configuration Item Status Alerts Report" in *Custom Reporting and Alerting*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Console

Opens the Console tab in the Dashboard Application.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 436.

Create New Business Service

This context menu option is available in the Service Level Management application. It opens the Business Service CI wizard where you can create a new Business Service CI. For details, see "Business Service Wizard" in *Service Level Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Create New SLA from Business Service

This context menu option is available in the Service Level Management application. It enables you to create a new SLA for the selected Business Service CI. It opens the Create Agreement wizard with the selected Business Service CI already attached. For details, see "Agreement Wizard" in *Service Level Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Cross-Performance

Opens the SiteScope Cross-Performance report relevant to the CI. For details, see "Cross-Performance Report" in *Using System Availability Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

Custom Map

Opens the Custom Map tab in Dashboard.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 436.

Customer

This context menu option is available in the Service Level Management application. It displays the customer defined for the selected service.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Deep Transaction Tracing Reports

Opens a window in the HP TransactionVision application to display reports that provide you with breakdown information for the transaction at component level. For details, see "Understanding Deep Transaction Tracing Integration in Dashboard" in *Using Dashboard*.

This context menu item is available only if HP TransactionVision has been installed.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Delete Business Service

This context menu option is available in the Service Level Management application. It deleted the selected Business Service CI.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

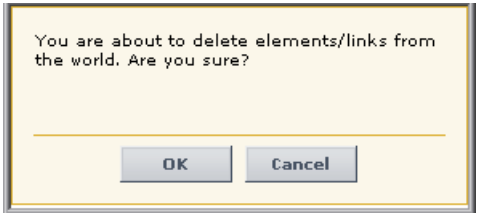
The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

Delete CI

Opens the following dialog box to confirm that you want to delete the relevant CI in IT Universe Manager.



For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 433.

Delete Folder

Opens the Delete Folder dialog box to enable you to delete the folder.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 428.

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 429.

Disable

Disables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Change the No Data Timeout Value for Transaction CIs" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameter:

➤ **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

Drill to Diagnostics

Drills down in the Diagnostics application. For details, see the *HP Diagnostics* documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Edit Business Service

This context menu option is available in the Service Level Management application. It opens the Business Service CI wizard in edit mode where you can edit the selected Business Service CI. For details, see "Business Service Wizard" in *Using Service Level Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class.

Edit View

Enables you to edit the selected view. For details, see "Instance View Editor" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 429.

Enable

Enables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Change the No Data Timeout Value for Transaction CIs" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item does not use a post-processor class, but uses the following parameter:

- **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

End User Summary

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 System Availability Management. For details, see "End User Summary Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

Event Analysis (Event Monitor)

Opens the "Event Analysis Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item uses the **Goto RUM Event Analysis report** class. The class parameters used by this context menu item are:

- **autoGenerate**
- **filter.performance**
- **filter.timeBarBean.view**
- **URL**
- **selectedEventId**
- **filter.selectedApplication**
- **reportID**
- **popUp**

For a description of the class and a complete list of parameters for the class, see "Goto RUM Event Analysis reports" on page 431.

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 435.

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 System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

Event Log Report

Moves to the Event Log report in End User Management. The Event LOg report displays a log of the occurrences of a specific event type for a selected time frame. For details, see "Event Log" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item uses the following parameters:

- **autoGenerate.** This parameter must not be modified.
- **TARGET_LOGIC_APPLICATION.** This parameter must not be modified.
- **__UIF_FORM.** Internal. This parameter must not be modified.
- **TARGET_HOST.** Where the properties of the target host are located.
- **__UIF_APPLICATION.** Internal. This parameter must not be modified.
- **CI_TYPE.** This parameter must not be modified.
- **URL.** The URL of the new window.
- **_UIF_ACTION.** This parameter must not be modified.
- **_UIF_SOURCE.** This parameter must not be modified.

Post-Processor Class

The context menu item uses the **Open Window** class. 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 435.

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 System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

Filter Subtree

Filters the subtree of the selected element according to the previously defined filter. For details about the Filters tab, see "Filters Page" in *Using Dashboard*.

By default, appears under the Events shortcut menu.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 437.

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 "Filters Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 437.

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 "Filters Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 436.

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 Dialog Box" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Geographical Map

Opens the Geographical Map tab in Dashboard. For details about the Geographical Map tab, see "Geographical Map Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 436.

Go to BPI

Opens the HP Business Process Insight application. For details see the HP Business Process Insight documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class but uses the following parameters:

- **view.** Internal. This parameter must not be modified.
- **ProcessID.** Internal. This parameter must not be modified.

Post-Processor Class

The context menu item uses the **Open Window** class. 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 435.

Go To Problem Isolation

Parent menu for redirections to other applications.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

Go To Report

Parent menu for redirections to other applications.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

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*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

HP Service Center

A context menu option available from Business Service CIs or EMS Monitor CIs under Business Service CIs, to open the HP Service Center application.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class.

Post-Processor Class

The context menu item uses the **Open Window** class. 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 435.

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 "Change the No Data Timeout Value for Transaction CIs" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

KPIs Over Time

Opens the KPI over Time report relevant to the CI. For details, see "KPIs Over Time Report" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor class or a post-processor class.

Load View

Internal.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

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 "Search for Configuration Items" in *Reference Information*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor class or a post-processor class.

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 "Search for Configuration Items" in *Reference Information*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor class or a post-processor class.

New CI

Opens the New CI page in the IT Universe Manager tab. For details about the tab, see "Working with CIs" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 433.

New Folder

Opens the Create Folder dialog box to enable you to create a new folder. For details, see "View Manager Window" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 428.

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 429.

New Related CI

Opens the New CI wizard relevant to the CI in IT Universe Manager. For details, see "Working with Relationships" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 433.

Open Ticket in MSD

Internal.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Operations Health

Moves to the Operations Health report in HP Business Availability Center for SOA application. For details, see "Health Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 433.

OVO Drill Down

Enables you to access the HP OVO application. For limitations, see "OVO Drill Down Event" on page 317.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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:

- **OVO Server.** The name of the OVO Server.
- **SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
- **HEIGHT.** The opened window height, in pixels.
- **SLAVE_WIN.** If set to **1** it checks that the window closes when the application is closed.
- **OVO User.** The user name used to access the OVO application.
- **WIDTH.** The opened window width, in pixels.
- **WIN_NAME.** Specifies the window name
- **RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

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 System Availability Management. For details, see "Page Summary Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

Page Layers View

Moves to the Page Layers View report in the HP Diagnostics application. For details, see the HP Diagnostics documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Probe Group Summary

Moves to HP Diagnostics reports. For details, see *HP Diagnostics User's Guide*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Probe Summary

Moves to HP Diagnostics reports. For details, see *HP Diagnostics User's Guide*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Problem Isolation

Opens the Problem Isolation application. For details, see *Using Problem Isolation*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item does not use a pre-processor class.

The class parameters are:

- **USER.** The user used by HP Universal CMDB 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 HP Universal CMDB server administrator.
- **PROTOCOL.** Defines the URL of the HP Universal CMDB 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 HP Universal CMDB server.
- **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB 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 437.

Properties

Opens the Properties dialog box relevant to the CI. For details, see "Working with CIs" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 428.

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 434.

Provider

This context menu option is available in the Service Level Management application. It displays the provider of the selected service.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Related Change Requests

Opens the Related Change Requests report. For details, see "Related Change Requests Report" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Rename Folder

Opens the Rename Folder dialog box to enable you to rename the folder.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 428.

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 429.

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 *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 HP Universal CMDB server administrator.
- **USERNAME.** The user used by HP Universal CMDB server administrator.
- **PROTOCOL.** Defines the URL of the HP Universal CMDB server.
- **PORT.** Defines the port of the HP Universal CMDB server.
- **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB 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 435.

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 *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 HP Universal CMDB server administrator.
- **USERNAME.** The user used by HP Universal CMDB server administrator.
- **PROTOCOL.** Defines the URL of the HP Universal CMDB server.
- **PORT.** Defines the port of the HP Universal CMDB server.
- **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB 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 435.

Server Requests

The option opens the Server Requests View in the HP Diagnostics application with the URL(s) that correspond to the Real User Monitor Business Process Step CIs selected.

For more information about Diagnostics, see the *HP Diagnostics User's Guide* documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

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*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Service Level Report

Displays the Service Level report. For details, see "Service Level Report" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

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 System Availability Management. For details, see "Session Analyzer Report" in *Using End User Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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 "Acknowledgment" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

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.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 437.

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 "Show Impact Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 HP Universal CMDB server administrator.
- **PASSWORD.** The password of the user used by HP Universal CMDB server administrator.
- **PROTOCOL.** Defines the URL of the HP Universal CMDB 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 HP Universal CMDB server.
- **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB 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 435.

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 "Top View Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 436.

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 "Top View Menu Options" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

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 "Top View Menu Options" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

Show Processes

Opens the Siebel Process Diagnostics Tool. For details, see "Processes Tool - Advanced Filter Dialog Box" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Show Related CIs

Opens the Related CIs tab, in IT Universe Manager. For details, see "Related CIs Tab" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or post-processor class.

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*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Show Running Tasks

Opens the Task Diagnostics Tool view. For details, see "Tasks Diagnostics Tool Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Show Service Impact

Display the impact of a root cause service by displaying all of the services that are affected by it in a separate window.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

Pre-Processor Class

The context menu item pre-processor class is **Dashboard generic URL**. The class parameters used by this context menu item are:

The parameters are:

- **CiID**
- **URL**

For a description of the class and the complete list of parameters, see "Dashboard generic URL" on page 424.

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 435.

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 "Filters Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 437.

Show Tasks in Error

Opens the Siebel Task Diagnostics Tool view. For details, see "Tasks Diagnostics Tool Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 424.

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 435.

Siebel Cross-Performance

Opens the SiteScope Cross-Performance report for Siebel-specific entities. For details, see "Cross-Performance Report" in *Using System Availability Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 435.

Siebel Database Breakdown

Opens the Database Breakdown tab in the Business Availability Center for Siebel application. For details, see "Siebel Database Breakdown Configuration Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Siebel SARM

Opens the SARM - User Trace Breakdown tab in the Business Availability Center for Siebel application. For details, see "SARM - User Trace Breakdown - Analysis Report" in *Solutions and Integrations*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

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. See 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**.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 427.

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 435.

SLAs Summary Report

Internal.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Summary View

Opens the Diagnostics Probe Group Summary View for the probe or the probe group in the HP Diagnostics application.

For more information about HP Diagnostics, see *HP Diagnostics User's Guide*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

Systinet Web Service Data

Opens the HP SOA Systinet application for the Web Service. For details, see HP SOA Systinet documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Top View

Moves to the Top View tab for the CI in the Dashboard application. For details, see "Top View Page" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

The context menu item does not use a pre-processor or a post-processor class.

Topology Map

Opens the Topology Map tab in Dashboard. For details, see "Topology Map" in *IT World Model Management*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 436.

Tracking Report

Opens the Deep Transaction Tracing reports.

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 "Understanding Deep Transaction Tracing Integration in Dashboard" in *Using Dashboard*.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.
- **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 435.

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.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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*.

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 System Availability Management. For details, see "Transaction Summary Report" in *Using End User Management*.

By default, appears under the **Go to Report** shortcut menu.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 431.

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, see the HP Diagnostics documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

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, see the HP Diagnostics documentation.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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.

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 "Trend Report Manager" in *Custom Reporting and Alerting*.

By default, appears under the **Go to Report** shortcut menu.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 426.

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 435.

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, 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.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 430.

Web Service Health

Moves to the Health Report of the CI in the Business Availability Center for SOA application. For details, see "Health Report" in *Solutions and Integrations*.

By default, appears under the **Go to Report** shortcut menu.

For details about the default context menu attached to this context menu item, see "Preconfigured Context Menu Item/Context Menu Association" on page 438.

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 433.

List of 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" on page 424
- "Goto Trend report" on page 426
- "Goto SiteScope" on page 427
- "ITU internal (open modal window)" on page 427
- "Prepare parameters (dashboard)" on page 427
- "Show properties in VT" on page 428
- "View manager (new folder) processor" on page 428

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.
COMMAND	Internal parameter.

Parameter	Definition
CMDB_NODE_ID	Internal. This parameter must not be modified.
CiID	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 HP 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.

List of Post-Processor Classes

Post-processor classes are build to correspond to specific menus. In addition, a post-processor class specifies the actions that are performed after accessing the database.

This section includes the following topics:

- "Edit view (ITU)" on page 429
- "General view-manager context menu" on page 429
- "Goto KPIs Over Time report" on page 430
- "Goto Trend report" on page 430
- "Goto Triage reports" on page 430

- "Goto RUM reports" on page 431
- "Goto SOA Health reports" on page 433
- "ITU internal (open modal window)" on page 433
- "Locate search result elements in the view traverse" on page 434
- "Open the properties page from the view traverse" on page 434
- "Open the properties page from the view traverse" on page 434
- "Open window" on page 435
- "Show all the element neighbors" on page 436
- "Switch application in BAC" on page 436
- "Switch Dashboard tabs" on page 436
- "Switch dashboard tabs with parameters" on page 437
- "Window" on page 437

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.

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.
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 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 Event Analysis reports

Context menu processor that deals with opening the RUM Event Analysis report. The parameters are:

Parameter	Description
autoGenerate	Internal parameter of the RUM Event Analysis report.
filter.performance	Internal. This parameter must not be modified.
filter.selectedApplication	Internal. This parameter must not be modified.
filter.timeBarBean.view	Internal. This parameter must not be modified.
popUp	Internal. This parameter must not be modified.
reportID	The ID number of the report.
selectedEventId	Internal. This parameter must not be modified.
URL	Internal. This parameter must not be modified.

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.
filter.performance	Internal. This parameter must not be modified.
filter.httpErrors	Internal. This parameter must not be modified.

Parameter	Description
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 HP 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

Preconfigured Context Menu Item/Context Menu Association

This section lists the available context menus items and the context menus they belong to.

Context Menu Items	Context Menu
"Acknowledgement" on page 343	"BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Default Menu" on page 313 "Diagnostics BPM Menu" on page 313 "Diagnostics Monitor Menu" on page 314 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318 "RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320

Context Menu Items	Context Menu
"Acknowledgement" on page 343 (continued)	"RUM Servers Menu" on page 320 "RUM Session Monitor Menu" on page 320 "RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321 "SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322 "SiteScope Web Service Monitor Menu" on page 323 "SiteScope Group Menu" on page 323 "Sitescope Measurement Menu" on page 323 "Sitescope Monitor Menu" on page 323 "Transaction Measurement Menu" on page 324 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"Add KPI" on page 345	"Dashboard Administration Menu" on page 312
"Application Mapping" on page 345	"SAP Menu" on page 321
	"SAP System Menu" on page 321
	"SAP Transaction Menu" on page 321
	"SAP Transport Menu" on page 321
"Attach Monitor CIs" on page 345	"ITU Nodes" on page 315
"Attach Related CIs" on page 346	"ITU Nodes" on page 315
"CI Impact Report" on page 348	"Service Menu" on page 322
"Clear Events" on page 349	"EMS Clear Events" on page 314
"Complete Alert" on page 350	"SAP Alert Acknowledgment" on page 321
"Create New Business Service" on page 352	"Service Mng Menu" on page 322

Context Menu Items	Context Menu
"Create New SLA from Business Service" on page 353	"Service Mng Menu" on page 322
"Deep Transaction Tracing Reports" on page 355	"Deep Transactions Tracing Context Menu" on page 312
"Delete CI" on page 356	"Delete CI" on page 313
	"ITU Nodes" on page 315
"Delete Folder" on page 357	"VM Context Menu" on page 324
"Delete Business Service" on page 356	"Service Mng Menu" on page 322
"Drill to Diagnostics" on page 359	"Diagnostics Probe Group Menu" on page 314 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "Diagnostics BPM Menu" on page 313 "Diagnostics Probe Menu" on page 314 "RUM Group Menu" on page 319 "RUM Page Monitor Menu" on page 320
"Edit Business Service" on page 359	"Service Mng Menu" on page 322
"Edit View" on page 360	"ITU Root" on page 316
"Filters" on page 372	"BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Default Menu" on page 313

Context Menu Items	Context Menu
"Filters" on page 372 (continued)	"Diagnostics BPM Menu" on page 313 "Diagnostics Monitor Menu" on page 314 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "HP SC Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318 "RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320 "RUM Server Menu" on page 320 "RUM Session Monitor Menu" on page 320 "RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321 "SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322

Context Menu Items	Context Menu
"Filters" on page 372 (continued)	"SiteScope Web Service Monitor Menu" on page 323 "SiteScope Group Menu" on page 323 "Sitescope Measurement Menu" on page 323 "Sitescope Monitor Menu" on page 323 "Transaction Measurement Menu" on page 324 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"Find Visible and Hidden Child CIs" on page 373	"BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Default Menu" on page 313 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318 "RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320

Context Menu Items	Context Menu
"Find Visible and Hidden Child CIs" on page 373 (continued)	"RUM Server Menu" on page 320 "RUM Session Monitor Menu" on page 320 "RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321 "SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322 "SiteScope Group Menu" on page 323 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"Go to BPI" on page 374	"Business Process Insight" on page 310

Context Menu Items	Context Menu
"Go To Report" on page 376	"RUM Server Menu" on page 320 "BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Config File Menu" on page 312 "Default Menu" on page 313 "Diagnostics BPM Menu" on page 313 "Diagnostics Monitor Menu" on page 314 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "HP SC Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318 "RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320 "RUM Server Menu" on page 320 "RUM Session Monitor Menu" on page 320

Context Menu Items	Context Menu
"Go To Report" on page 376 (continued)	"RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321 "SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322 "SiteScope Web Service Monitor Menu" on page 323 "SiteScope Group Menu" on page 323 "Sitescope Measurement Menu" on page 323 "Sitescope Monitor Menu" on page 323 "Transaction Measurement Menu" on page 324 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"Go To Siebel Diagnostics" on page 376	"Siebel Database Breakdown Diagnostics Menu" on page 322 "Siebel Diagnostics Menu" on page 322 "Siebel SARM and DBBD Diagnostics Menu" on page 323
"HP Service Center" on page 377	"HP SC Menu" on page 315
"KPI Data Over Time" on page 377	"Dashboard Administration Menu" on page 312
"Locate CI in SLA" on page 379	"Locate CI in SLA" on page 317
"Locate CI in View" on page 379	"Locate CI" on page 316
"New CI" on page 379	"ITU Root" on page 316
"New Folder" on page 380	"VM Context Menu" on page 324
New Related CI	"ITU Nodes" on page 315

Context Menu Items	Context Menu
"Open Ticket in MSD" on page 382	"BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Default Menu" on page 313 "Diagnostics BPM Menu" on page 313 "Diagnostics Monitor Menu" on page 314 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318 "RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320 "RUM Server Menu" on page 320 "RUM Session Monitor Menu" on page 320 "RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321

Context Menu Items	Context Menu
"Open Ticket in MSD" on page 382 (continued)	"SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322 "SiteScope Web Service Monitor Menu" on page 323 "SiteScope Group Menu" on page 323 "Sitescope Measurement Menu" on page 323 "Sitescope Monitor Menu" on page 323 "Transaction Measurement Menu" on page 324 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"OVO Drill Down" on page 384	"OVO Drill Down Event" on page 317
"Problem Isolation" on page 388	"BMC Measurement Menu" on page 310 "BPM Group Menu with Layers View" on page 310 "Business Process Monitor Group Menu" on page 310 "CIM Measurement Menu" on page 311 "Default Menu" on page 313 "Diagnostics BPM Menu" on page 313 "Diagnostics Monitor Menu" on page 314 "EMS Measurement Menu" on page 314 "Group Menu" on page 315 "RUM Application Error Monitor Menu" on page 317 "RUM Application Menu" on page 318 "RUM End User Group Container Menu" on page 318

Context Menu Items	Context Menu
"Problem Isolation" on page 388 (continued)	"RUM End User Group Menu" on page 318 "RUM End User's Menu" on page 318 "RUM Errors Menu" on page 318 "RUM Group Menu" on page 319 "RUM HTTP Error Monitor Menu" on page 319 "RUM Informational Event Monitor Menu" on page 319 "RUM Informational Events Menu" on page 319 "RUM Page Monitor Menu" on page 320 "RUM Server Menu" on page 320 "RUM Session Monitor Menu" on page 320 "RUM Transaction Monitor Menu" on page 320 "SAP Alert Acknowledgment" on page 321 "SAP Menu" on page 321 "SAP System Menu" on page 321 "SAP Transaction Menu" on page 321 "SAP Transport Menu" on page 321 "Siebel Menu" on page 322 "SiteScope Web Service Monitor Menu" on page 323 "SiteScope Group Menu" on page 323 "Sitescope Measurement Menu" on page 323 "Sitescope Monitor Menu" on page 323 "Transaction Measurement Menu" on page 324 "Web Service Menu" on page 324 "Web Service Operations Menu" on page 324
"Properties" on page 389	"CI Properties" on page 311
"Rename Folder" on page 391	"VM Context Menu" on page 324
"Show Service Impact" on page 406	"Config File Menu" on page 312
"Show in Top View" on page 401	"BMC Measurement Menu" on page 310

Context Menu Items	Context Menu
"Show Path to Root" on page 401	"BMC Measurement Menu" on page 310
"Show Problematic Subtree" on page 402	"BMC Measurement Menu" on page 310
"Show Related CIs" on page 404	"CI Neighbors" on page 311
"SLAs Summary Report" on page 413	"Business Unit Menu" on page 310
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Tooltips Repository Reference

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List of Tooltips

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Average Availability of Weighted Volume

The tooltip is displayed for a KPI whose associated rule is "Average Availability of Weighted Volume" on page 139.

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 "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Held Status Since.** The date and time of the last status (color) change of the CI.
6. **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
7. **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Average Latency of Weighted Volume

The tooltip is displayed for a KPI whose associated rule is "Average Latency of Weighted Volume" on page 139.

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 "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Latency.** The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Average of Converted Performance Results iqualifier

The tooltip is displayed for a KPI whose associated rule is "Average of Converted Performance Results in %" on page 140.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Average of Values for KPIs

The tooltip is displayed for a KPI whose associated rule is "Average of Values" on page 140.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Total.** The total number of hits/transactions for Real User Monitor.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Average Performance of Weighted Volume in %

The tooltip is displayed for a KPI whose associated rule is "Average Performance of Weighted Volume in %" on page 140.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Average Performance of Weighted Volume in Seconds

The tooltip is displayed for a KPI whose associated rule is "Average Performance of Weighted Volume in Seconds" on page 141.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Performance.** The average download time, for a Real User Monitor CI.
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Held Status Since.** The date and time of the last status (color) change of the CI.
6. **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
7. **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Best Child Sentence

The tooltip is displayed for a KPI whose associated rule is "Best Child Rule" on page 141.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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" in *Using Dashboard*.

BPI Business Process Health

The tooltip is displayed for a KPI whose associated rule is "BPI Monitor Health Rule" on page 142.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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. **Healthy instances.**
4. **At risk instances.**
5. **Blocked instances.**
6. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
7. **Held Status Since.** The date and time of the last status (color) change of the CI.
8. **Last Update.** The date and time that the last update for the CI was received by Dashboard.

BPI Monitor Breakdown Rule

The tooltip is displayed for a KPI whose associated rule is "BPI Metric Status Rule" on page 142.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Metric Name.**

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 count.**

4 **Minor count.**

5 **Warning count.**

6 **Normal count.**

7 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

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.

BPI Monitor Metric Rule

The tooltip is displayed for a KPI whose associated rule is "BPI Metric Status Rule" on page 142.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Metric Name.**

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 **Value.**

4 **Units.**

5 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

6 **Held Status Since.** The date and time of the last status (color) change of the CI.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

Customer Sentence

The tooltip is displayed for a KPI whose associated rule is "Customer Rule" on page 143.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
3. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
4. **Held Status Since.** The date and time of the last status (color) change of the CI.

Diagnostics for J2EE General Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics for J2EE/.Net General" on page 150.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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 an HP Diagnostics transaction has run in seconds.

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 148.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Diagnostics WS Operation Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics WS Operation Performance Rule" on page 149.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Diagnostics WS Operation Throughput Sentence

The tooltip is displayed for a KPI whose associated rule is "Diagnostics WS Operation Throughput Rule" on page 150.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Dollar Impact Over Time Sentence

The tooltip is displayed for a KPI whose associated rule is "Impact Over Time Rule" on page 164.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

5 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

6 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

7 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

8 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

9 **Business Loss.** The financial loss calculated for the CI.

Dollar Impact Sentence

The tooltip is displayed for a KPI whose associated rule is "Real Time Impact" on page 173.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

5 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

6 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

7 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

8 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

9 **Business Loss.** The financial loss calculated for the CI.

Downtime Sentence

Defines the tooltip used for CIs in downtime.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
3. **Held Status Since.** The date and time of the last status (color) change of the CI.
4. **Downtime Until.** The date and time that downtime is due to finish for a CI.
5. **Location.** The location of the CI if a location has been specified.
6. **Caused By.** The name of the KPIs that caused unavailability.

EMS Sentence

The tooltip is displayed for a KPI whose associated rule is "EMS Simple Rule" on page 151.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

5 **Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

6 **Severity.** The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

7 **Held Status Since.** The date and time of the last status (color) change of the CI.

8 **Message.** The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.

9 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

10 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

11 **Description.** A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.

Generic Formula Over Time Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Formula Rule" on page 152.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Generic Sample Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Sample Rule" on page 155.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Value.** The value of the field in the sample.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Generic 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 157.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Value.** The sum of the values of the fields in the sample.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Generic Two Arguments Rule

The tooltip is displayed for a KPI whose associated rule is "Generic Two Arguments Rule" on page 160.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Value.** The result of the operation performed by the rule.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Geo Map Sentence

The tooltip is displayed for status indicators in geographical maps. For details, see "Geographical Map Page" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Location.** The location of the CI if a location has been specified.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Held Status Since.** The date and time of the last status (color) change of the CI.

4 **Caused By.** The name of the KPIs that caused unavailability.

History

The tooltip is displayed for the History KPI. For details, see "Trend and History" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **History Type.** The history calculation type to be used when calculating history status. Values can be: **Worst**, **Average**, or **None** (no history status displayed). The value of the parameter is assigned to the **HistoryType** rule global parameter. For details, see "Configure the Rules Global Parameters" in *Using Dashboard*. If the value is **none**, the historical information is not displayed.

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.

Note: The information that is displayed depends on the value assigned to the **HistoryType** rule global parameter.

HP OpenView Service Navigator Sentence

The tooltip is displayed for a KPI whose associated rule is "HP OpenView Service Navigator Rule" on page 163.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

HP Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is "HP Worst Child Rule" on page 164.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Locations Grouped Parent Rule

The tooltip is displayed for a KPI whose associated rule is "Locations Grouped Parent Rule" on page 165.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Locations Grouped Rule

The tooltip is displayed for a KPI whose associated rule is "Locations Grouped Rule" on page 167.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

No Update Sentence

Internal.

The tooltip does not have an associated rule.

Tooltip Parameters

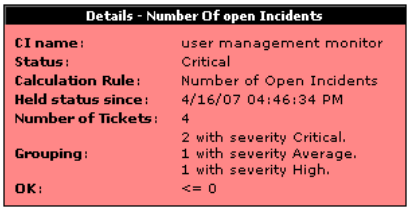
Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Number of Open Incidents Sentence

The tooltip is displayed for a KPI whose associated rule is "Number of Open Incidents" on page 168.



The tooltip displays the following information:

- **CI Name.** The name of the CI.
- **Status.** The status of the CI.
- **Calculation Rule.** The name of the rule used to calculate the status of the CI.
- **Held Status Since.** The date and time of the last status (color) change of the CI.
- **Number of tickets.** The number of current ticket that have the specified initial and final state.
- **Grouping.** List the number of tickets with the specified status.
- **OK.** The threshold definition for the **OK** status.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Status.** The status of the CI.
3. **Calculation Rule.** The name of the rule used to calculate the status of the CI.
4. **Held Status Since.** The date and time of the last status (color) change of the CI.

5 **Number of tickets.** The number of current ticket that have the specified initial and final state.

6 **Grouping.** List the number of tickets with the specified status.

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.

Number of Running Sessions Rule

The tooltip is displayed for a KPI whose associated rule is "Number of Running Sessions Rule" on page 169.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

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 169.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Percent Sentence

The tooltip is displayed for a KPI whose associated rule is "Percentage Rule" on page 170.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Real Transaction Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Availability" on page 144.

Tooltip Parameters

Each tooltip contains parameters, listed below.For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.**% Available TX.** The percentage of available transactions.

Real Transaction Monitor Failed Business Impact

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Failed Tx Business Impact" on page 145.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

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 145.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Real Transaction Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Performance" on page 146.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **CI Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Held Status Since.** The date and time of the last status (color) change of the CI.

4 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

5 **Avg. Response Time.** The average response time for the parent transaction during a time period up to the last received update.

6 **Response Time Threshold.** The threshold of the response time as provided by the Deep Transaction Tracing sample.

7 **Min Response Time.** The minimum response time as provided by the Deep Transaction Tracing sample.

8 **Max Response Time.** The maximum response time as provided by the Deep Transaction Tracing sample.

Real Transaction Monitor Total Business Impact

The tooltip is displayed for a KPI whose associated rule is "Deep Transaction Tracing Monitor Total Tx Business Impact" on page 147.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **CI Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

4 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

5 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

6 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

7 **Total TX Impact.** The financial loss (in $) due to transactions that failed added to the transactions that were late.

RUM Application Session Statistics Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Application Session Statistics Monitor Availability Rule" on page 174.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Application Session Statistics Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Application Session Statistics Monitor Performance Rule" on page 175.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Application Session Statistics Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Application Session Statistics Monitor Performance Rule" on page 175.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Bandwidth

The tooltip is displayed for a KPI whose associated rule is "RUM Bandwidth Rule" on page 177.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Bandwidth.** The number of bytes that represents the traffic in and out of Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ➤ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- ➤ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Component Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Component Availability Rule" on page 177.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Component Availability.** The availability of the Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Held Status Since.** The date and time of the last status (color) change of the CI.
6. **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
7. **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM End User Session Statistics Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM End User Session Statistics Monitor Availability Rule" on page 178.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM End User Session Statistics Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM End User Session Statistics Monitor Performance Rule" on page 179.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM End User Session Statistics Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM End User Session Statistics Monitor Volume Rule" on page 179.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Event Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Event Monitor Volume Rule" on page 180.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Latency

The tooltip is displayed for a KPI whose associated rule is "RUM Latency Rule" on page 181.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Latency.** The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Location Session Statistics Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Location Session Statistics Monitor Availability Rule" on page 182.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Held Status Since.** The date and time of the last status (color) change of the CI.
6. **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
7. **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Location Session Statistics Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Location Session Statistics Monitor Performance Rule" on page 183.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Location Session Statistics Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Location Session Statistics Monitor Volume Rule" on page 183.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Page Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Availability Rule" on page 184.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Page Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Performance Rule" on page 185.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Page Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Page Monitor Volume Rule" on page 186.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- ➤ **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- ➤ **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Session Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Availability Rule" on page 186.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Session Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Performance Rule" on page 187.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Session Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Session Monitor Volume Rule" on page 188.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Transaction Monitor Availability

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Availability Rule" on page 189.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Availability.** The percentage of time the page was available, for a Real User Monitor CIs.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Transaction Monitor Performance

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Performance Rule" on page 190.

Tooltip Parameters

For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Performance.** The average download time, for a Real User Monitor CI.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

RUM Transaction Monitor Volume

The tooltip is displayed for a KPI whose associated rule is "RUM Transaction Monitor Volume Rule" on page 191.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Volume.** The number of hits in Real User Monitor.

3 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.

4 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

5 **Held Status Since.** The date and time of the last status (color) change of the CI.

6 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

7 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

SAP Alert Status Sentence

The tooltip is displayed for a KPI whose associated rule is "SAP Alerts Rule" on page 191.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Alert Description.** The full description of the alert.
2. **Short Name.** The name of the SAP CCMS measurement where the alert occurred.
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Severity.** A number indicating the severity of the alert as it appears in the SAP system.
6. **State.** The SAP state of the alert: **Active**.
7. **Open Time.** The date and time when the alert was issued.
8. **Held Status Since.** The date and time of the last status (color) change of the CI.
9. **Last Update.** The date and time that the last update for the CI was received by Dashboard.

Sessions Custom Data Rule

The tooltip is displayed for a KPI whose associated rule is "Sessions Custom Data Rule" on page 192.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope Availability

The tooltip is displayed for a KPI whose associated rule is "SiteScope Profile Rule" on page 197.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "" on page 551.

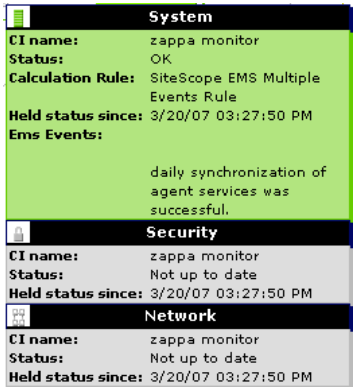
The tooltip parameters are:

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**.
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. **Last Update.** The date and time that the last update for the CI was received by Dashboard.

SiteScope EMS Rule

The tooltip is displayed for an Application, Network, Security, or System KPI whose associated rule is "SiteScope EMS Multiple Events Rule" on page 193.

The SiteScope EMS Rule tooltip is displayed for an Application, Network, Security, or System KPI whose associated rule is the SiteScope EMS Multiple Event rule.



The tooltip displays the following information:

- **CI Name.** The name of the CI.
- **Status.** The severity of the event.
- **Calculation Rules.** The name of the rule that calculates the KPI status or value.
- **Held status since.** The date and time of the last status (color) change of the CI.
- **Ems Events.** Messages sent by the HP OVO server.

Tooltip Parameters

Each tooltip contains parameters, as listed in the following table. For information on defining/editing tooltip parameters, see "" on page 551.

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**.
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. **EMS Events.** The samples description. The samples are separated from each other by a horizontal line.
6. **Last Update.** The date and time that the last update for the CI was received by Dashboard.

SiteScope Measurement Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Rule" on page 194.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope Measurement Siebel Processes Rule

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Siebel Processes Rule" on page 194.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope Measurement Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Measurement Time-Based Rule" on page 195.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

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 195.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope Monitor Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Monitor Rule" on page 196.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope Monitor Time-Based Sentence

The tooltip is displayed for a KPI whose associated rule is "Sitescope Monitor Time-Based Rule" on page 197.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Sitescope Vertical Measurement

The tooltip is displayed for a KPI whose associated rule is "SiteScope Vertical Measurement" on page 198.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

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 199.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SiteScope WS Operation Performance Sentence

The tooltip is displayed for a KPI whose associated rule is "SiteScope WS Operation Performance Rule" on page 200.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

SLM PNR Rule

The tooltip is displayed for a KPI whose associated rule is "Dashboard PNR Rule" on page 143.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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 "Tracking Periods Dialog Box" in *Using Service Level Management*.

6 **Time Interval.** The calendar used for calculating PNR. For details, see "Calendars" in *Using Service Level Management*.

7 **Calculation Time.** The last calculation time on the Business Logic Engine machine.

8 **PNR Time Left.** The amount of time left for that measurement before the SLA is in breach of contract.

9 **Max Unavailability.** The maximum time that the item may be unavailable, according to the SLA.

10 **PNR Availability.** The item's SLA availability percentage the last time data was polled.

11 **Target Availability.** The percentage of time that the item must be available in order to match in the 'Exceeded' threshold, according to the SLA.

Stopped Sentence

Defines the tooltip used for stopped CIs.

The tooltip does not have associated rule.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
3. **Held Status Since.** The date and time of the last status (color) change of the CI.
4. **Location.** The location of the CI if a location has been specified.
5. **Caused By.** The name of the KPIs that caused unavailability.

Sum of Values for KPI Sentence

The tooltip is displayed for a KPI whose associated rule is "Sum of Values Rule" on page 202.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Sum of Volume

The tooltip is displayed for a KPI whose associated rule is "Sum of Volume Rule" on page 202.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1. **Node Name.** The name of the CI.
2. **Volume.** The number of hits in Real User Monitor.
3. **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:
   - **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
   - **Stopped** when a Business Process profile is stopped.
4. **Calculation Rule.** The name of the rule that calculates the KPI status or value.
5. **Held Status Since.** The date and time of the last status (color) change of the CI.
6. **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
7. **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

8 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

9 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Summary of Values for KPIs

The tooltip is displayed for a KPI whose associated rule is "Summary of Values Rule" on page 203.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Total.** The total number of hits/transactions for Real User Monitor.

5 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

6 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

7 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

8 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

Transaction Availability Sentence

The tooltip is displayed for a KPI whose associated rule is "Transaction Availability Rule" on page 203.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Held Status Since.** The date and time of the last status (color) change of the CI.

5 **Avg. Availability.** The percentage of successful runs for the parent transaction during a time period up to the last received update.

6 **Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

8 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

12 **Transaction.** The name of the parent transaction for the CI.

Transaction Response Sentence

The tooltip is displayed for a KPI whose associated rule is "Transaction Performance Rule" on page 203.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Status.** The status of the CI (calculated according to one of the status calculation methods). It may also display:

- **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.)
- **Stopped** when a Business Process profile is stopped.

3 **Calculation Rule.** The name of the rule that calculates the KPI status or value.

4 **Held Status Since.** The date and time of the last status (color) change of the CI.

5 **Avg. Response Time.** The average response time for the parent transaction during a time period up to the last received update.

6 **Average For.** The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.

7 **Last Update.** The date and time that the last update for the CI was received by Dashboard.

8 **Major.** One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.

9 **Minor.** One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.

10 **Warning.** One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.

11 **Informational.** One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.

12 **Transaction.** The name of the parent transaction for the CI.

Transactions Grouped Parent Rule

The tooltip is displayed for a KPI whose associated rule is "Transactions Grouped Parent Rule" on page 204.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Transactions Grouped Rule

The tooltip is displayed for a KPI whose associated rule is "Transactions Grouped Rule" on page 206.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

Trend

The tooltip is displayed for the Trend KPI. For details, see "Trend and History" in *Using Dashboard*.

The tooltip does not have an associated rule.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

The tooltip parameters are:

1 **Node Name.** The name of the CI.

2 **Trend.** The trend of the KPI's status.

Worst Child Sentence

The tooltip is displayed for a KPI whose associated rule is "Worst Child Rule" on page 208.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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" in *Using Dashboard*.

WS Operation Availability Sentence

The tooltip is displayed for a KPI whose associated rule is "WS Operation Availability Rule" on page 208.

Tooltip Parameters

Each tooltip contains parameters, listed below. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 606.

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.

List of 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 "List of (KPI) Formatting Methods" on page 105.

Part III

CI Attribute Customization User Interface

9

CI Type Manager User Interface

This chapter includes the pages and dialog boxes that are part of the CI Type Manager user interface.

This chapter describes:	On page:
Add/Edit Attribute Dialog Box	556
Add/Remove Relationship Dialog Box	558
CI Type Manager	559
Create Configuration Item Type Wizard	561
Edit Configuration Item Type Dialog Box	572

Note: CI Type Manager is read-only for HP Managed Software Solutions customers.

Add/Edit Attribute Dialog Box

Description	Enables you to define a new attribute to add to a CIT or to edit an existing attribute of a CIT. **To access:** In the CIT Manager, in the Attributes page of the Create Configuration Item Type wizard, select an attribute and click the **Add** or **Edit** button, or double-click the attribute.
Important Information	In Edit mode, fields that cannot be changed are disabled.

The Add Attribute dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Advanced	You can set the following optional parameters: ➤ **Index.** Select to accelerate the attribute retrieval performance. This option is recommended for attributes that are used frequently in search conditions. For example, IP address is usually an index attribute of a host. ➤ **Lower Case.** When this option is selected, the attribute value remains in lower case. ➤ **Required.** Select to define this attribute as a required one, if its value is required for the creation of the CIT. ➤ **Visible.** Select to display this attribute in the Attributes page in the topology map. ➤ **Editable.** Select to enable future editing of the attribute. Only attributes that are marked as **Editable** (or ones that have values) are displayed in the Attributes page. ➤ **Password.** When this option is selected, the attribute value appears as asterisks (a hidden value).
Attribute Name	Enter a unique name for the new attribute. **Note:** Do not include spaces in the attribute name.

GUI Element	Description
Attribute Type	Select one of the following options: ➤ **Primitive.** Choose from one of the following field types: boolean, bytes, date number, double number, float number, integer, list of integers, long number, string, list of strings, xml. ➤ **Enumeration/List.** Contains a list of Enumerations and Lists defined in the Enumeration Manager dialog box. This option enables you to define an attribute with a predefined value. For example, a location attribute might be defined by a location list containing the following values: Singapore, Paris, New York.
Configuration Management Only	Select one of the following, optional configuration management parameters: ➤ Select **Change Monitored** to define attributes whose values are being marked as **Change Monitored** in CI Type Manager. For every change in an attribute defined as **Change Monitored**, you are notified by a Change event in the Topology View. ➤ Select **Comparable** to enable this attribute to be used for comparing compound CIs. ➤ Select **Asset Data** to display the attribute value in the Asset Report.
Default Value	Enter or select a default value for the attribute. This value appears when the new CIT is defined and there is no runtime value for the attribute. The options for the **Default Value** field vary depending on the attribute type you selected. **Note:** If you select the list of integers or list of strings **Primitive** attribute type, you can enter multiple values.
Description	Enter a description for the new attribute. **Note:** This field is optional.

GUI Element	Description
Display Name	Enter a name for the new attribute to identify it in HP Business Availability Center. **Note:** This field is optional.
Value Size	Enter a value for the maximum physical size of the new attribute. (Enabled for bytes and string only).

Add/Remove Relationship Dialog Box

Description	Enables you to add or remove default or new relationships between CITs, which define their physical or logical connections. **To access:** In the CIT Manager, right-click a CIT or two CITs and select **Add/Remove Relationship** from the context menu.
Important Information	To add a relationship between two CITs, select the two CITs to be linked by holding down CTRL and clicking the CIT names. To add a relationship between a CIT and itself, click the CIT name.

The Add/Remove Relationship dialog box includes the following elements (listed alphabetically):

GUI Element	Description
<node1 to node2>	Select the relationships to add in the direction of the first node to the second.
<node2 to node1>	Select the relationships to add in the direction of the second node to the first.
Relationship Name	A list of the possible relationships.

CI Type Manager

Description	Enables you to view the information in the CI Type model, which contains the definitions of all configuration item types (CITs) defined in the system and the relationships that define the connections between them. Each CIT has its own attributes, as well as the attributes inherited from its parent CIT. **To access:** Select **Admin** > **Universal CMDB** > **Modeling** > **CI Type Manager**.

CI Type Manager includes the following elements (listed alphabetically):

GUI Element	Description
	Select **Node Tree** to display the CI types in the CIT model.
	Select **Relationship Tree** to display the relationships in the CIT model.
	Click the New button to open the Create Configuration Item Type Wizard which enables you to define a new CI Type. For details, see "Create Configuration Item Type Wizard" on page 561.
<Toolbar>	For details, see Chapter 5, "Toolbar Options."

GUI Element	Description
CI Types Pane	A hierarchical tree structure of the CI Type model containing the inheritance relationships among CITs, and displaying the number of instances of each CIT in the UCMDB. All CITs included in the CI Type model are classified as either a CIT or a relationship. You can drill down and view the relationships and neighbors of the selected CIT in the topology map. You can search incrementally in the list of CITs or relationships. Enter the first letter of the CIT or relationship repeatedly until you reach the required selection, or type in the full name of the CIT or relationship. **Note:** Each CIT definition type is represented by a unique icon. (If the CIT does not have a defined icon, it gets the icon of its ancestor.)
Topology Map	Displays various layouts of the CI Type model, including the CITs and the relationships between them. When you point to a CIT, a tooltip displays the display name of the CIT and its description.

Context Menu

CI Type Manager includes the following context menu options available by right clicking a folder or CI type in the CI Types pane or the Topology Map (listed alphabetically):

GUI Element	Description
Add/Remove Relationship	Opens the Add/Remove Relationship dialog box, which enables you to add or remove relationships from CITs. For details, see "Add/Remove Relationship Dialog Box" on page 558.
Delete	Deletes the selected CI type. This option is only available for CI types that have no children and no instances.
Edit CIT	Opens the Edit Configuration Item Type dialog box which enables you to edit existing CI Types.
Export	Enables you to export a CIT as an XML file. Use this option to move CITs from one workstation to another.

GUI Element	Description
New	Opens the Create Configuration Item Type Wizard which enables you to define a new CI Type. For details, see "Create Configuration Item Type Wizard" on page 561.
Show CIT Instances	Opens the Show All Instances window, which displays all instances of the selected CIT. For details, see "Element Instances Dialog Box" in *Reference Information*.

Create Configuration Item Type Wizard

Description	Enables you to define a new configuration item type or relationship. **To access:** ➤ Click a CI type or relationship in the topology map or CI Types pane of the CIT Manager and select **New** from the context menu. ➤ Click the **New** button  in the CI types pane.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > Attributes Page > Qualifiers Page > Icon Page > Menu Page > Default Label Page

The Create Configuration Item Type wizard includes the following tabs:

- "Information Page" on page 562
- "Attributes Page" on page 563
- "Qualifiers Page" on page 565
- "Icon Page" on page 566
- "Menu Page" on page 568
- "Default Label Page" on page 570

Information Page

Description	Enables you to enter basic information about the new CI Type you are defining. The first step of the Create Configuration Item Type Wizard.
Important Information	For general information about the Create Configuration Item Type Wizard, see "Create Configuration Item Type Wizard" on page 561.
Wizard Map	The Create Configuration Item Type Wizard contains: **Information Page** > Attributes Page > Qualifiers Page > Icon Page > Menu Page > Default Label Page

The Information page of the Create Configuration Item Type Wizard includes the following elements (listed alphabetically):

GUI Element	Description
Base Configuration Item Type	Select a base CIT for the CIT you are creating. The new CIT inherits the base CIT's attributes.
Configuration Item Type Description	A description for the new CIT. **Note:** This field is optional.
Configuration Item Type Name	The name of the new CIT. The name must be unique. Do not use a blank space or an underscore as part of the CIT name. You can use lower and upper case, but you cannot use the same name with different cases for two CITs.
Display Name	The name of the CIT as it appears in the HP Business Availability Center interface.

Attributes Page

Description	Enables you to edit the attributes of the CIT. The second step of the Create Configuration Item Type Wizard.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > **Attributes Page** > Qualifiers Page > Icon Page > Menu Page > Default Label Page

The Attributes page of the Create Configuration Item Type Wizard includes the following elements (listed alphabetically):

GUI Element	Description
	To define an attribute as a key attribute, click in the left column beside the attribute name. A key icon appears in the cell. A key attribute is an attribute that must be defined for CIs of that CI Type. To remove the key attribute definition, click in the left column again. The key icon disappears. For more information on key attributes, see "CI Type Attributes" on page 16.
	Denotes a static attribute. A static attribute takes the same value for all the CIs of that type. If it is changed, all the CIs of that type are affected and automatically display the new value. A static attribute cannot be defined as a key attribute. **Note:** You cannot define an attribute as static using the CIT Manager, but only by deploying the relevant package. Static attributes are for internal use only.
	Click the **Add** button to define a new attribute. For details, see "Add/Edit Attribute Dialog Box" on page 556.
	Select a row and click the **Edit** button to open the Edit Attribute dialog box. For details, see "Add/Edit Attribute Dialog Box" on page 556. **Note:** If you modify an attribute belonging to a CIT's parent, the text turns light blue. If you modify an attribute belonging to the CIT itself, the text turns dark blue.

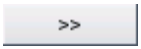
GUI Element	Description
	Click the **Delete** button to delete a selected attribute. This option is only active for newly defined attributes.
	Click the **Reset** button to reset the attribute settings after editing a pre-existing attribute.
<Attributes>	Displays all attributes associated with the new CIT. Attributes appearing in black are ones that the new CIT inherits from the base CIT. Attributes appearing in light blue are ones that have been modified for the new CIT.
Asset Data	Select to display the attribute value in the Asset Report. For details see "Asset Report User Interface" in *IT World Model Management*. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Reference Information*.
Change Monitored	Select to define attributes whose values are being marked as **Change Monitored** in CI Type Manager. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Reference Information*.
Comparable	Select to enable this attribute to be used for comparing compound CIs. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Reference Information*.
Default Value	The default value for the attribute. This value appears when the new CIT is defined and there is no runtime value for the attribute.
Description	A description of the attribute.
Display Name	The attribute name that appears in the HP Business Availability Center interface.

GUI Element	Description
Editable	Select to enable future editing of the attribute. Only attributes that are marked as **Editable** (or ones that have values) are displayed in the Attributes page.
Index	Select to accelerate the attribute retrieval performance. This option is recommended for attributes that are used frequently in search conditions. For example, IP address is usually an index attribute of a host.
Lower Case	Select to keep the attribute value in lower case.
Name	The actual name of the attribute (compare to Display Name).
Required	Select to define this attribute as a required one, if its value is required for the creation of the CIT.
Type	The type of the attribute.
Visible	Select to display this attribute in the Attributes page in the topology map.

Qualifiers Page

Description	Enables you to assign qualifiers to a CIT definition. The third step of the Create Configuration Item Type Wizard.
Important Information	Qualifiers enable you to define added attribute definitions to the CIT. In the **Qualifiers** list, select the required qualifiers using the Add buttons to move your selections to the **Configuration Item Type Qualifiers** list. You can make multiple selections by holding down the CTRL key.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > Attributes Page > **Qualifiers Page** > Icon Page > Menu Page > Default Label Page

The Qualifiers page of the Create Configuration Item Type Wizard includes the following elements (listed alphabetically):

GUI Element	Description
	Select the qualifier and click this button to add the qualifier to the **Configuration Item Type Qualifiers** list. Select multiple qualifiers by holding down the CTRL key.
	Click this button to move all qualifiers to the **Configuration Item Type Qualifiers** list.
	To remove a qualifier, select the qualifier from the **Configuration Item Type Qualifiers** list and click the **Delete** button.
	To define a new, custom qualifier, enter the qualifier name in the window and click **Insert**. The qualifier appears in the **Configuration Item Type Qualifiers** list.
<Configuration Item Type Qualifiers>	List of qualifiers that define attributes of the new CIT. For example, you can use a qualifier to define a CIT as abstract, meaning you cannot create instances from it.
<Qualifiers>	For a list of the available qualifier options, see "Qualifier Tab" in *Reference Information*.

Icon Page

Description	Enables you to select an icon to assign to the new CI Type. The fourth step of the Create Configuration Item Type Wizard. **Note:** This step of the wizard is not relevant for relationships.

Important Information	Each CIT is displayed with a default icon. However, you can attach different icons to the same CIT when certain conditions apply. For example, you can associate different icons with the same CIT when one of its attribute values changes.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > Attributes Page > Qualifiers Page > **Icon Page** > Menu Page > Default Label Page

The Icon page of the Create Configuration Item Type Wizard includes the following elements (listed alphabetically):

GUI Element	Description
	Click to add a row. **Note:** Only active if **Advanced** is selected.
	Click to remove a row. **Note:** Only active if **Advanced** is selected.
Advanced	Enables you to assign an icon for each attribute value. For example, you could define two values for the City attribute: if City=London, one icon is displayed. If City=Beijing, another icon is displayed. **Note:** If you change the icon of a CIT that appears in an existing view, the CIT's icon is not updated in the view.
Attribute Name	Select an attribute to determine the icon assigned to the CIT.
Configuration Item Type Main Icon	Select the group to which the CIT belongs. **Note:** You can assign icons to CI Types, but not to relationships.
Icon	Select an icon to associate with the value you entered in the Value column.
Value	Enter a value corresponding to the attribute you selected. You can add a new line for each value you enter.

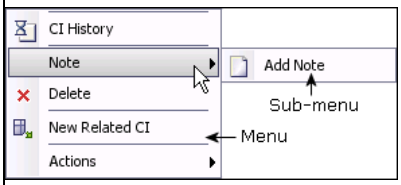
Menu Page

Description	Enables you to customize the shortcut menu of a CI by adding menu items and commands (for example, ping, run a program, open a URL). The customized menu is displayed when you right-click a CI instance in IT Universe Manager. The fifth step of the Create Configuration Item Type Wizard.
Important Information	If a CIT does not have a method defined specifically for it, the CIT inherits all the menus from its parent CIT or the nearest ancestor that does have a method defined for it. If you create or modify a menu, the change occurs only in the specific CIT that is being edited.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > Attributes Page > Qualifiers Page > Icon Page > **Menu Page** > Default Label Page

The Menu page of the Create Configuration Item Type wizard includes the following elements (listed alphabetically):

GUI Element	Description
	Select a menu item from the tree and click the button. A new entry appears under the selected item.
	Click to remove a menu item.
	To change the order of the menu items, select an item and use the arrows to move it to a different location in the menu.
<Tree>	Hierarchical tree containing the default menu items. **Caution:** It is not recommended to edit the definitions of the default menu items.

GUI Element	Description
Command	To connect to a specific location on the World Wide Web, select URL, and enter the exact Internet address, for example, http://www.hp.com/go/software. (Available only if you select the URL or Execute command type options.) **Note:** If you use a variable in the command field, use the format command name %1 and define the CIT attributes as described in Parameters. The parameter values replace %1 according to their order in the list. For example, %1 is replaced by the first parameter in the list, %2 is replaced by the second parameter in the list, and so on.
Description	Enter a description for the method. (This is for internal use only and does not appear on the menu.)
Existing Method	Select to choose a command from a list of defined methods inherited from the IT World CIT and all its ancestors.
Icon	Select the icon to appear next to the menu option in the topology map. **Note:** This field is optional.
Menu Item Name	Enter a name for the new menu item as it should appear on the menu.
Method	Enables you to add a command to the menu. **Note:** To create a method and not override the existing method, it is recommended to create a new menu item and place the new method there.
Method Name	Enter a name for the command.
New Method	Select to add an action (for example, ping) to the menu item.
Parameters	To add attributes to the command or URL, click the **Add Parameter** button and select the attribute from the list. To delete an existing entry, select it and click the **Remove Parameter** button.
Require user confirmation	Select the check box for users to confirm access to a menu item before the item is displayed.

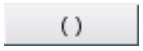
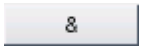
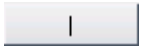
GUI Element	Description
Separator	To place a separator between two menu items: Click **OK** to place a separator underneath the selected menu option.
Shortcut	Press any key combination to create a shortcut for the menu item, for example, CTRL+H. **Note:** This field is optional.
Sub-Menu	Select to create a sub-menu under the selected menu option. 
Type	Choose a command type: ➤ **URL.** Opens a web page to the specified URL. ➤ **Inner Process.** Displays a list of internal HP Business Availability Center actions.
URL	Enter the URL of a Web page for the command to open.

Default Label Page

Description	Enables you to define attributes that appear in the CIT label. You can include more than one attribute by using the function buttons. The final step of the Create Configuration Item Type Wizard.

Important Information	The label appears as the title under a CI of the new CI Type. Label definition can be customized to include different attribute values. For example, if in host the function label is composed of hostname and network, the displayed label is: server1 10.0.65.0.
Wizard Map	The Create Configuration Item Type Wizard contains: Information Page > Attributes Page > Qualifiers Page > Icon Page > Menu Page > **Default Label Page**

The Default Label page of the Create Configuration Item Type wizard includes the following elements (listed alphabetically):

GUI Element	Description
	Selects the attributes to appear in the Format box. Use the following function buttons to display multiple attributes in the label.
	Adds parentheses to the formatted text (use in conjunction with the other functions).
	Places an **AND** operator between two attributes in the formatted text. For example, **network_netaddr&network_domain** displays the network address and the domain of a node.
	Places an **OR** operator between two attributes in the formatted text.
	Adds a regular expression (using regular expression syntax) to the label definition. The structure of the entry is **(v1, v2, v3)**, where **v1** represents the selected attribute, **v2** represents the regular expression itself (which divides the value into groups), and **v3** represents the number of the selected group. For example, if the selected attribute was a name, consisting of a first name, a space, and a last name, the regular expression could be (name, (\S*)(\s*)(\S*), 3), which would indicate that the last name would be used for the name attribute in the default label. For examples of how to use regular expression syntax, see "Regular Expression Examples" in *Reference Information*.

GUI Element	Description
Attribute Name	Displays the available options of attributes to be included in the CIT label.
Format	Displays the attributes that you select to appear in the CIT label. For example, to label a host by its host name and operating system, choose the **host_hostname** and **host_os** attributes. The CIT label is host1 UNIX. You can define conditions using AND and OR combinations. **Note:** To delete an attribute from the **Format** box, highlight it and press the DELETE key.

Edit Configuration Item Type Dialog Box

Description	Enables you to edit an existing CIT or relationship. **To access:** Right-click the selected CIT or relationship in the topology map or the CI Types pane of the CIT Manager and select **Edit CIT**.

The dialog box tabs are similar to those in the Create Configuration Item Type dialog box but only editable fields are enabled.

For details on a tab, see:

- "Information Page" on page 562
- "Attributes Page" on page 563
- "Qualifiers Page" on page 565
- "Icon Page" on page 566
- "Menu Page" on page 568
- "Default Label Page" on page 570

10

System Type Manager User Interface

This chapter includes the pages and dialog boxes that are part of the System Type Manager user interface.

This chapter describes:	On page:
Create/Update List/Enumeration Definition Dialog Box	573
System Type Manager Dialog Box	576

Create/Update List/Enumeration Definition Dialog Box

Description	Enables you to define a new List or Enumeration or edit an existing one. **To access:** Click the **Add** button in the System Type Manager dialog box.

The Create/List/Enumeration Definition dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Display Name	Enter the name you want to appear in the list of System Type Definitions. If you leave this field empty, the entry in the Name field is used.
Enumeration	Enables you to create a predefined list of values, as well as assign each value a color. For details, see “Enumeration Definition Area” on page 575.

GUI Element	Description
List	Enables you to create a predefined list of values. For more details, see "List Definition Area" on page 574.
Name	Enter a unique name for the definition.

List Definition Area

Description	Create a predefined list of values. For example, a Location attribute might be defined by a location list containing the following values: ➤ New York ➤ Boston ➤ Baltimore **To access:** Select **List** in the Create List/Enumeration Definition dialog box.

The List Definition Area includes the following elements (listed alphabetically):

GUI Element	Description
	Add a List definition. Double-click inside the row and either select a date from the calendar that appears (if you chose the type **Date**) or type the required value.
	Delete a List definition.
Type	Choose one of following field types: ➤ Date ➤ Double ➤ Integer ➤ Long ➤ String

Enumeration Definition Area

Description	Enables you to create a list from a predefined list of values (similar to **List**), with capabilities such as assigning a color for every value. Enumerations are designed to be used as severity value lists by states. You can use Enumerations for lists that require key values. **To access:** Select **Enumeration** in the Create List/Enumeration Definition dialog box.
Useful Links	"Sample Enumeration Definition" on page 22

The Enumeration Definition area includes the following elements (listed alphabetically):

GUI Element	Description
	Add an Enumeration definition.Double-click inside the row and either select a date from the calendar that appears (if you chose the type **Date**) or type the required value.
	Remove an Enumeration definition.
Color	Select a color that indicates the severity level.

GUI Element	Description
Key	Type a number to create an enumeration that describes a severity list for a category. Assign key values according to the following rules: ➤ The list of key values must always begin with zero (0). (Zero represents the Normal state.) Otherwise, it does not appear in the State Manager (for details, see "State Manager User Interface" in *IT World Model Management*). ➤ The list must always be numbered consecutively. For an example of an Enumeration definition, see "Sample Enumeration Definition" on page 22.
Value	Type a value, either a string or a number, for example, Red or my value. The value appears in the tooltip for the CI in IT Universe. For details, see *IT World Model Management*.

System Type Manager Dialog Box

Description	Displays the attribute types you defined in the Create List/Enumeration Definition dialog box. **To access:** Click the **System Type Manager**  button in the CI Type Manager.
Included in Tasks	"Create List and Enumeration Definitions" on page 22
Useful Links	"Sample Enumeration Definition" on page 22

The System Type Manager dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Add	Create a predefined list whose values define an attribute type. You can create a definition for the following attribute types: ➤ List definition. ➤ Enumeration definition. For a description of these attribute types, see "Create/Update List/Enumeration Definition Dialog Box" on page 573.
Delete	Deletes an existing definition. Select the system type definition you want to delete and click the **Delete** button.
Edit	Enables you to edit an existing definition. For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 573.
System Type Definitions	The list of Enumeration and list definitions created in the System Type Manager.

11

Repository User Interface

This chapter includes the pages and dialog boxes that are part of the repositories user interface, listed in alphabetical order.

This chapter describes:	On page:
Business Rules Repository Page	580
Context Menu Items Repository Page	583
Context Menu Item Details Dialog Box	585
Context Menu Repository Page	587
Context Menu Details Dialog Box	589
Global Attributes Dialog Box	590
Global Attributes Details Dialog Box	591
KPIs Repository Page	592
KPI Details Dialog Box	594
Menu Entity Details Dialog Box	599
Parameter Details Dialog Box (KPIs)	600
Parameter Details Dialog Box (Rules)	601
Rule Details Dialog Box	602
Pre-Processor Parameter Details Dialog Box	604
Post-Processor Parameter Details Dialog Box	605
Tooltips Repository Page	606

This chapter describes:	On page:
Tooltip Details Dialog Box	608
Tooltip Parameter Details Dialog Box	609

Business Rules Repository Page

Description	Displays the list of factory (predefined) and customized rules. Those rules are available throughout HP Business Availability Center to determine how source data is imported. Enables an advanced user to modify existing repository rules and create new ones. **To Access:** Select **Admin** > **Dashboard** or **Service Level Management**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Business Rules** tab menu option.
Important Information	Cloning or overriding an existing rule, or creating a new rule, adds the corresponding rule entry to the Custom rule list. You can then customize the rule to your organization's specifications. For details, see "Rule Details Dialog Box" on page 602. For a list of Dashboard rules and their details, see "List of Dashboard Business Rules" on page 135. For a list of Service Level Management rules and their details, see "List of Service Level Management Business Rules" on page 225.
Included in Tasks	"Set Up a Business Rule" on page 55

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display help on the rule.
	Select a rule in the Custom Rules area, and click the button to open the **Rules Details** dialog box. For details, see "Rule Details Dialog Box".
Class Name	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.
Clone	In the Factory Rules or in the Custom Rules areas, select a rule, and click the button to create a new rule by cloning. You clone an existing rule to use it as a template. The original rule is still available. **Note:** Change the name of the rule you have cloned to make sure you attach the cloned rule and not the original rule to a specific KPI.
Description	The description of the rule.
Edit Globals	Click to edit the global parameters of the rules. For details, see "Global Attributes Dialog Box" on page 590.
Id	This specifies the ID number used to identify the rule in the source adapter templates. This is the default rule ID.

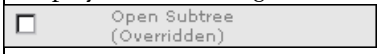
GUI Element	Description
New Item	Click to create a new rule. For details, see "Set Up a Business Rule" on page 55.
Override	In the Factory Rules or in the Custom Rules areas, select a rule, and click the button to edit an existing rule. You override an existing rule to replace it with a customized rule. The original rule is disabled. The overriding rule and the original rule have the same rule ID. The overriding rule and the original rule have the same rule ID. The rule in the Factory Business Rules area displays the following indication:  **Note:** If you later delete the custom rule that overrode the factory rule, the original factory rule is automatically restored. For details, see "Set Up a Business Rule" on page 55.

Context Menu Items Repository Page

Description	Displays the list of factory (predefined) and customized context menu items. Those context menu items are available throughout HP Business Availability Center to help you navigate to other pages. Enables an advanced user to modify existing repository context menu items and create new ones. **To Access:** Select **Admin** > **Dashboard**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Context Menu Items** tab menu option.
Important Information	Cloning or overriding an existing context menu item, or creating a new context menu item, adds the corresponding context menu item entry to the Custom Context Menu Items list. You can then customize the context menu item to your organization's specifications. For details, see "Set Up a Context Menu Item" on page 63. A list of the context menu items and their details is available in "List of Context Menu Items Detailed Description" on page 339.
Included in Tasks	"Set Up a Context Menu Item" on page 63

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display help on the context menu.
	Select a context menu item in the Custom Context Menu Items area, and click the button to open the **Context Menu Items Details** dialog box. For details, see "Context Menu Item Details Dialog Box" on page 585.

GUI Element	Description
Clone	In the Factory Context Menu Items or in the Custom Context Menu Items areas, select a context menu item, and click the button to create a new context menu item by cloning. You clone an existing context menu item to use it as a template. The original context menu item is still available. For details, see "Set Up a Context Menu Item" on page 63. **Note:** Change the name of the context menu item you have cloned to make sure you attach the cloned context menu item and not the original context menu item to a specific KPI.
Display Name	The name of the context menu item.
New Item	Click to create a new context menu item. For details, see "Set Up a Context Menu Item" on page 63.
Override	In the Factory Context Menu Items or in the Custom Context Menu Items areas, select a context menu item, and click the button to edit an existing context menu item. You override an existing context menu item to replace it with a customized rule. The original context menu item is disabled. The overriding context menu item and the original context menu item have the same context menu ID. The context menu item in the Factory Context Menu Items area displays the following indication:  **Note:** If you later delete the custom context menu item that overrode the factory context menu item, the original factory context menu item is automatically restored.

Context Menu Item Details Dialog Box

Description	Enables you to modify the information or enter new information for the context menu item. You can also modify existing information or add new information about the pre-processor and post-processor parameters. **To Access:** In the Context Menu Items Repository page, click the **New** button, or click the relevant **Edit** button  for a cloned or overridden context menu item.
Important Information	It is not recommended to: ➤ add new parameters to the pre-processor or post-processor class ➤ make changes to a pre-processor or post-processor class as it might change its behavior. Classes are built for specific context menus.
Included in Tasks	"Set Up a Context Menu Item" on page 63
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
<Menu entity>	Click the **Delete** button  to delete an existing menu entity details . Click the **Edit** button  to modify existing menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 599.
Display Name	The name of the context menu item.
New	Click to enter new menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 599

GUI Element	Description
Post-processor Class	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. For details about the post-processor classes and their parameters, see "List of Post-Processor Classes" on page 428.
Pre-processor Class	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. For details about the pre-processor classes and their parameters, see "List of Pre-Processor Classes" on page 424.

Pre-processor Parameters Area

Description	Lists the list of parameters for the pre-processor class.
Important Information	For details about the pre-processor classes and their parameters, see "List of Pre-Processor Classes" on page 424.

The area contains the following items:

GUI Element	Description
Edit	Click to edit the relevant parameter in the Pre-Processor Parameter Details dialog box.
New	Click to enter new parameters in the Pre-Processor Parameter Details dialog box.

Post-processor Parameters Area

Description	Lists the list of parameters for the post-processor class.
Important Information	For details about the post-processor classes and their parameters, see "List of Post-Processor Classes" on page 428.

The area contains the following items (listed alphabetically):

GUI Element	Description
Edit	Click to edit the relevant parameter in the Post-Processor Parameter Details dialog box.
New	Click to enter new parameters in the Post-Processor Parameter Details dialog box.

Context Menu Repository Page

Description	Displays the list of factory (predefined) and customized context menus. Those context menus are available throughout HP Business Availability Center to help you navigate to other pages. Enables an advanced user to modify existing repository context menus and create new ones. **To Access:** Select **Admin** > **Dashboard**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Context Menus** tab menu option.
Important Information	Cloning or overriding an existing context menu, or creating a new context menu, adds the corresponding context menu entry to the Custom Context Menus list. You can then customize the context menu to your organization's specifications.
Included in Tasks	"Set Up a Context Menu" on page 61

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display help on the context menu.
	Select a context menu in the Custom Context Menus area, and click the button to open the **Context Menus Details** dialog box. For details, see "Context Menu Details Dialog Box" on page 589.
Clone	In the Factory Context Menus or in the Custom Context Menus areas, select a context menu, and click the button to create a new context menu by cloning. You clone an existing context menu to use it as a template. The original context menu is still available. **Note:** Change the name of the context menu you have cloned to make sure you attach the cloned context menu and not the original context menu to a specific KPI.
ID	The internal name of the context menu.
Display Name	The name of the context menu.
New Item	Click to create a new context menu in the Context Menu Details dialog box.
Override	In the Factory Context Menus or in the Custom Context Menus areas, select a context menu, and click the button to edit an existing context menu. You override an existing context menu to replace it with a customized rule. The original context menu is disabled. The overriding context menu and the original context menu have the same context menu ID. The context menu in the Factory Context Menus area displays the following indication:  **Note:** If you later delete the custom context menu that overrode the factory context menu, the original factory context menu is automatically restored.

Context Menu Details Dialog Box

Description	Enables you to 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. **To Access:** In the Context Menu Repository page, click the **New** button, or click the relevant **Edit** button  for a cloned or overridden context menu.
Important Information	A detailed list of context menus and their details is available in "List of Context Menus" on page 307.
Included in Tasks	"Set Up a Context Menu" on page 61
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
<Menu entity>	Click the **Delete** button  to delete an existing menu entity details. Click the **Edit** button  to modify existing menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 599.
Display Name	Enter or modify the name of the context menu.
New	Click to enter new menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 599

Global Attributes Dialog Box

Description	Lists all rules global parameters. **To Access:** In the Rules Repository page, click the **Edit Globals** button.
Important Information	The global attributes for rules are listed in "List of Rule Global Attributes" on page 224. To override the global parameters values for individual rules, you must add the relevant parameter to the relevant rule and then modify its value.
Included in Tasks	"Set Up a Business Rule" on page 55

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
	Click the button relevant to the attribute to edit existing global attribute details in the Global Attributes Details dialog box.
<Name>	The name of the global attribute.
<Value>	The value of the global attribute.
New	Click to enter new global attribute details in the Global Attribute Details page. For details, see "Global Attributes Details Dialog Box" on page 591.

Global Attributes Details Dialog Box

Description	Enables you to edit all rules global parameters. You can also modify existing information or enter new information for the global attribute details. **To Access:** In the Global Attributes dialog box, click the **Edit** button  for the relevant attribute or click **New**.
Important Information	The global attributes for rules are listed in "Preconfigured Rule/KPI Association in Dashboard" on page 213. To override the global parameters values for individual rules, you must add the relevant parameter to the relevant rule and then modify its value.
Included in Tasks	"Set Up a Business Rule" on page 55
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
History Size (approximately)	Enter the time period (in hours) used when calculating history and trend status. The range is 1 to 6 hours.
Key	Enter the global attribute key.
Type	Enter the type of KPI value that is saved to the CMDB. Select **Boolean**, **Number**, or **String**.
Value	Enter the value of the global attribute.

KPIs Repository Page

Description	Displays the list of factory (predefined) and customized KPIs. Those KPIs are available throughout HP Business Availability Center to determine how source data is imported. Enables an advanced user to modify existing repository KPIs and create new ones. **To Access:** Select **Admin** > **Dashboard** or **Service Level Management**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **KPIs** tab menu option to open the KPIs page.
Important Information	Cloning or overriding an existing KPI, or creating a new KPI, adds the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization's specifications. A list of the KPIs, their descriptions, and the rules attached to the KPIs is available in "List of Dashboard KPIs and Their Details" on page 89 or "List of Service Level Management KPIs and Details" on page 116.
Included in Tasks	"Set Up a KPI" on page 50

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Click to display help on the KPI.
	Select a KPI in the Custom KPIs area, and click the button to open the **KPI Details** dialog box. For details, see "KPI Details Dialog Box" on page 594.
Acknowledgment Level	The highest KPI status from which you can add an acknowledge note in the Dashboard application. This is the default acknowledgement level.
Applicable section	The sections of the application where the KPI is in use. For example: Dashboard.

GUI Element	Description
Calculation Order	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. This is the default calculation order.
Clone	In the Factory KPIs or in the Custom KPIs areas, select a KPI, and click the button to create a new KPI by cloning. You clone an existing KPI to use it as a template. The original KPI is still available. **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).
Default Group Rule	This specifies the rule that is defined by default for this KPI.
Display Label	The name used for the KPI in Dashboard.
Display Order	The order in which the KPIs are displayed in Dashboard or SLM. This is the default display order.
Id	This specifies the ID number used to identify the KPI in the source adapter templates. This is the default KPI ID.
New Item	Click to create a new KPI. For details, see "Set Up a KPI" on page 50.
Override	In the Factory KPIs or in the Custom KPIs areas, select a KPI, and click the button to edit an existing KPI. You override an existing KPI to replace it with a customized KPI. The original KPI is disabled. The overriding KPI and the original KPI have the same KPI ID. The KPI in the Factory KPIs area displays the following indication:  **Note:** If you later delete the custom KPI that overrode the factory KPI, the original factory KPI is automatically restored. For details, see "Set Up a KPI" on page 50.

KPI Details Dialog Box

Description	Enables you to define a new KPI. **To Access:** In the KPI Repository page, click **New Item** or click the Edit button  for the appropriate KPI in the Factory or Custom KPIs area.
Important Information	A list of the KPIs, their descriptions, and the rules attached to the KPIs is available in "List of Dashboard KPIs and Their Details" on page 89 or "List of Service Level Management KPIs and Details" on page 116.
Included in Tasks	"Set Up a KPI" on page 50
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Acknowledgement Level	For future use.
Applicable for User Role	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 *Using Dashboard*. 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.

GUI Element	Description
Applicable Rules	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 "List of Dashboard KPIs and Their Details" on page 89. 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.
Applicable Sections	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

GUI Element	Description
Available Formatting Methods	Select the formatting method you want to use for this KPI in the **Available Formatting Methods** list. For details, see "List of (KPI) Formatting Methods" on page 105.
Calculation Order	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.
Default Group Rule	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 "List of Dashboard Business Rules" on page 135.
Display Label	Enter the displayed name for the KPI.
Display Order	Select the order in which the KPIs are displayed in Dashboard or Service Level Management.
Formatting Method	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. A list of the available formatting methods and their description is available in "List of (KPI) Formatting Methods" on page 105. If you need to create a new method, contact Customer Support.
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 Customer Support. **Default Value:** Status

GUI Element	Description
The KPI is critical	Select the trend for the KPI – for details on trend, see "Trend and History" in *Using Dashboard*. Select: ➤ **values are smaller.** When the values are small, the KPI is critical. ➤ **no different.** When the values are not different, the KPI is critical. ➤ **values are bigger.** When the values are large, the KPI is critical. **Note:** All of the fields listed above are connected to the calculation performed by the selected Applicable Rules.
Type	Select how you want the KPI to be presented in the Dashboard or Service Level Management application: **ICON**, **TEXT**, **PNR_BAR, BAR** or **GROUPBAR**. For details, see "KPI Type" on page 31.
Units	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 *Using Dashboard*.
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.For details, see "KPI Value" on page 32. **Default Value:** Value
Value Postfix	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 **$**.
Value Prefix	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 a minus sign (-).

Parameters Area

The area includes the following elements (listed alphabetically):

GUI Element	Description
	Click to delete the parameter.
	Click to modify the parameter details. For details, see "KPI Details Dialog Box" on page 594.
<Parameter>	The name of the parameter. For details about the default parameters, see "List of Default KPI Parameters" on page 107.
Applicable Rules	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 "List of Dashboard KPIs and Their Details" on page 89. 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.

GUI Element	Description
Applicable Sections	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
New	Click to define a new parameter. For details, see "Parameter Details Dialog Box (Rules)" on page 601.

Menu Entity Details Dialog Box

Description	Enables you to modify existing information or enter new information about the menu entity. **To Access:** In the Context Menu Details page, click the **New** button, or click the relevant **Edit** button  for a menu entity.
Important Information	Delete this line if unused.
Included in Tasks	"Set Up a Context Menu" on page 61
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Context Menu Item	Enter or modify the name of the context menu item (the main menu element that is displayed).
Sub-context Menu Items	Select or de-select the sub-menu items.
Applicable Sections	Select or de-select the applications where the menus will appear. If you specify nothing, the menu appears in all tabs.

Parameter Details Dialog Box (KPIs)

Description	Enables you to modify existing detailed information or enter new information about the KPI parameters. **To Access:** In the KPI Details dialog box, in the Parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter.
Important Information	For a list of KPI parameters and their default values, see each rule description in "List of Dashboard Business Rules" on page 135.
Included in Tasks	"Set Up a KPI" on page 50
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Default value	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.
Description	Enter or modify the parameter description.
Name	Enter or modify the name of the parameter. The parameter name is used as a key.
Presentation class	Enter the name of the presentation class.
Type	Enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.

Parameter Details Dialog Box (Rules)

Description	Enables you to modify existing information or to enter new information about the rule's parameters. **To Access:** 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.
Important Information	For a list of rule parameters and their default values, see each rule description in "List of Dashboard Business Rules" on page 135.
Included in Tasks	"Set Up a Business Rule" on page 55
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Default value	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.
Description	Enter or modify the parameter description.
Name	Enter or modify the name of the parameter. The parameter name is used as a key.
Presentation class	Enter the name of the presentation class.
Type	Enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.

Rule Details Dialog Box

Description	Enables you to 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 *Using Dashboard*. **To Access:** In the Business Rule Repository page, click **New Item** or click the Edit button  for the appropriate rule in the Factory or Custom Rules area.
Important Information	For a list of the objective parameters and their details, see "List of Dashboard Business Rule Parameters" on page 209. After you have created a rule you must attach it to a KPI.

Included in Tasks	"Set Up a Business Rule" on page 55
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Class Name	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.
Description	Enter the description of the rule.
Display Name	Enter the name of the rule as it is to be displayed in the UI.
Edit	In the Rule parameters area, click to modify an existing parameter. In the Objective Parameters area, click to modify an existing parameter. For details, see "Parameter Details Dialog Box (Rules)" on page 601.
New	In the Rule parameters area, click to enter new parameters. In the Objective Parameters area, click to enter new objective parameters. For details, see "Parameter Details Dialog Box (Rules)" on page 601.
Relevant result type	Select one of the following in the **Relevant result type** area: ➤ **Status.** So the rule result is displayed as a status indicator ➤ **Value.** So the rule is displayed as a value For details, see "Persistent Data and Historical Data" in *Using Dashboard*.

GUI Element	Description
Rule Type	Select one of the following: ➤ **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 For details, see "Business Rule Categories" on page 35.
Units	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 *Using Dashboard*.
Rule parameters	Parameters used by the rule to calculate the resulting value or status. For details, see "List of Dashboard Business Rule Parameters" on page 209.
Objective parameters	Default objective values for every rule that uses objectives. For details, see "KPI Objectives".

Pre-Processor Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the pre-processor parameter **To Access:** In the Context Menu Item Details dialog box, click **New** or click the **Edit** button  for the appropriate parameter.
Important Information	Delete this line if unused.
Included in Tasks	"Set Up a Context Menu Item" on page 63
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
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.
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.hp.com) The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.

Post-Processor Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the post-processor parameter. **To Access:** In the Context Menu Item Details dialog box, click **New** or click the **Edit** button  for the appropriate parameter.
Important Information	Delete this line if unused.
Included in Tasks	"Set Up a Context Menu Item" on page 63
Useful Links	"Naming Conventions" in *Reference Information*

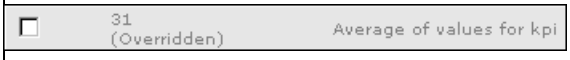
The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
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.

Tooltips Repository Page

Description	Displays the list of factory (predefined) and customized tooltips. Those tooltips are available throughout HP Business Availability Center. Enables an advanced user to modify existing repository tooltips and create new ones. **To Access:** Select **Admin** > **Dashboard**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Tooltips** tab menu option.
Important Information	Cloning or overriding an existing tooltip, or creating a new tooltip, adds the corresponding tooltip entry to the Custom Tooltips list. You can then customize the tooltip to your organization's specifications. For details, see "Tooltip Details Dialog Box" on page 608. A list of the tooltips and their details is available in "List of Tooltips" on page 451. 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.
Included in Tasks	"Set Up a Tooltip" on page 75

The page includes the following elements (listed alphabetically):

GUI Element	Description
	Select a tooltip in the Custom Tooltips area, and click the button to open the **Tooltips Details** dialog box. For details, see "Tooltip Details Dialog Box" on page 608.
Clone	In the Factory Tooltips or in the Custom Tooltips areas, select a tooltip, and click the button to create a new tooltip by cloning. You clone an existing tooltip to use it as a template. The original tooltip is still available. For details, see "Set Up a Tooltip" on page 75. **Note:** Change the name of the tooltip you have cloned to make sure you attach the cloned tooltip and not the original tooltip to a specific rule.
ID	The ID number of the tooltip.
Override	In the Factory Tooltips or in the Custom Tooltips areas, select a context menu, and click the button to edit an existing tooltip. You override an existing tooltip to replace it with a customized tooltip. The original tooltip is disabled. The overriding tooltip and the original tooltip have the same tooltip ID. The tooltip in the Factory Tooltips area displays the following indication:  **Note:** If you later delete the custom tooltip that overrode the factory tooltip, the original factory tooltip is automatically restored.

Tooltip Details Dialog Box

Description	Enables you to modify the information or enter new information. For a list of the tooltips parameters, see "List of Tooltip Parameter Details" on page 550. **To Access:** In the Tooltips Repository page, click the **New** button, or click the relevant **Edit** button  for a cloned or overridden tooltip.
Important Information	The order of the parameters in the Parameters area reflects the order of the corresponding information in the application. A list of the parameters and their details is available in "List of Tooltip Parameter Details" on page 550.
Included in Tasks	"Set Up a Tooltip" on page 75
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
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.
New	Click to create a new parameter. For details, see "Tooltip Parameter Details Dialog Box" on page 609.
Parameters	The parameters included in the tooltip. Different icons or buttons appear depending on the procedure you are following.

Tooltip Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the tooltip parameter. For a list of the tooltip parameter details, see "List of Tooltip Parameter Details" on page 550. **To Access:** Click **New** in the Tooltip Details dialog box, or click the **Edit** button  relevant to the parameter you want to modify.
Important Information	A list of the parameters and their details is available in "List of Tooltip Parameter Details" on page 550.
Included in Tasks	"Set Up a Tooltip" on page 75
Useful Links	"Naming Conventions" in *Reference Information*

The dialog box includes the following elements (listed alphabetically):

GUI Element	Description
Available Formatting Method	Select the appropriate formatting method from the list of available methods. For details, see "List of (KPI) Formatting Methods" on page 105.
Display Label	The display label of the row. It appears exactly as written in the section.
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.
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.

GUI Element	Description
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.

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