HP SiteScope

for the Windows, Solaris and Linux operating systems

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Glossary

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Glossary

This document lists terminology that is used throughout the documentation.

account permissions

Permissions between the SiteScope server and the remote servers you are trying to monitor. SiteScope monitors remote systems and services by emulating a client or user. Monitoring some types of services or resources on remote servers will require sharing certain account permissions between the SiteScope server and the remote servers. You will need to enter account permissions and user authentication information required by remote systems and services when configuring SiteScope monitors and remote connection.

adapter

An entity in Federated CMDB responsible for retrieving and updating data in a data store (data that is not saved in the Universal CMDB). The adapter is aware of how specific data in the data store is modeled and knows the vendor-specific protocol for communication with the data store.

agentless

The type of monitoring solution provided by SiteScope. SiteScope performs monitoring through active monitoring across network protocols and connections without the need to deploy SiteScope agent software onto the servers and systems you want to monitor. While this greatly speeds deployment and administration, it does require that you instruct SiteScope on how to connect to the remote systems and servers you want to monitor.

aggregated data

Data collected by monitors and processed into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

aggregators

HP Business Availability Center components responsible for aggregating collected performance data that is stored in profile databases.

alert

A notification that makes designated staff aware of performance issues. Alerts can be sent via a variety of media (e-mail, pager, SMS, SNMP trap) and can be configured to trigger a variety of actions.

alert action

A set of instructions for SiteScope to perform an action when alert conditions are met. Each alert action is created as an object under a SiteScope alert and an alert can include multiple and dependent alert actions.

alert dependency

The ability to specify one or more alerts as being subordinate to another, dominant, alert. When a subordinate alert is triggered after its dominant alert is triggered, HP Business Availability Center and SiteScope can suppress the subordinate alert's defined actions.

audit log

An administrative log that tracks all the configuration changes made by users.

availability

The percentage of time that a business process, monitored infrastructure component, or service is up and running.

bus

The HP Business Availability Center component responsible for receiving data published by HP Business Availability Center components, and making it available to other HP Business Availability Center components that require the data. Components that require the data attach to the bus and subscribe to the relevant data type to retrieve the data.

CI

See configuration item.

CIT

See configuration item type.

CMDB

Configuration Management Database. A central repository for configuration information that is gathered from the various and third-party applications and tools. This information is used when building views. The CMDB also contains the object repositories used to define CIs.

configuration item

A component of the CMDB that represents a physical or logical entity in the system. For example, configuration items (CIs) can represent hardware, software, services, business processes, and so on. The CIs are organized into a hierarchical format based on the dependencies in your organization's IT environment.

configuration item type

The category for each configuration item (CI). Each configuration item type (CIT) provides a template for creating the CI and its associated properties.

configuration management database (CMDB)

The core information repository of HP Universal CMDB. The CMDB stores and handles the infrastructure data collected and updated by Discovery and Dependency Mapping. The information concerning discovered CIs and relationships is deposited, grouped, and updated in the form of CIT definitions according to ITIL methodology.

counter

A value retrieved by the monitor. Transaction time, database query time, and CPU utilization are all examples of SiteScope counters.

custom data (UDX)

HP Business Availability Center uses a Universal Data Exchange (UDX) framework to integrate data samples from various data sources (including HP data collectors, SiteScope Integration monitors, and third-party data sources) into HP Business Availability Center reports. HP Business Availability Center uses the term "custom data" to categorize the data brought in using the UDX framework.

Dashboard

Provides a summary of real-time and over time status of the monitors and measurements running on SiteScope. It also provides acknowledgement functionality and performance statistics on monitored servers through the Server-Centric Report.

data aggregation

The process used by HP Business Availability Center to combine data collected by HP Business Availability Center monitors into manageable chunks, to improve speed and performance of report generation, and to optimize database performance.

data collector

HP Business Availability Center collects availability and performance data by deploying monitors throughout an organization’s IT infrastructure. The data collectors run those monitors and include Business Process Monitor, Real User Monitor, and SiteScope.

EMS integration

The ability of HP Business Availability Center to integrate with existing EMS (Enterprise Management Systems) software. HP Business Availability Center provides the following types of EMS integration: SiteScope Integration Monitors to integrate alerts and events generated by EMS software into HP Business Availability Center reports; EMS adapters to integrate alerts generated by HP Business Availability Center into your EMS program, and an EMS Integrations application to create generic EMS integrations or to use out-of-the-box HP OM Event, HP Service Manager, NetScout Event, Host, or Application <--> Host integrations.

fields mapping

Configuration files used by SiteScope integration monitors to access data from the monitored environment.

group

SiteScope monitors are created within groups. SiteScope groups can contain monitor subgroups to ease the administration of monitoring large multi-server environments. Use groups to organize monitors by any criteria relevant to the monitored environment. For example, monitors can be organized by network connection, browser type, department, location, or monitor type. Groups are used by HP Business Availability Center and SiteScope to organize reports and Dashboard statistics.

HP Business Availability Center

HP's solution for real-time performance and availability monitoring from a business perspective, service level management, end-user management, system availability management, and custom reporting. SiteScope integrates with HP Business Availability Center to provide a full enterprise-level solution for monitored environments.

HP Universal CMDB

An application that enables you to manage and display all the topological objects contained in a managed world. It can precisely identify and report problems in the managed world at any topology level, from the service level down to the level of individual objects.

Key Performance Indicator

A quantifiable measurement calculated for a configuration item and compared against defined objectives. The KPIs help you to monitor how well your business is achieving its objectives, and to track critical performance variables over time.

location

Property defined in various contexts (for example geographical location used in the Dashboard maps applet, or locations defined for a Business Process Monitor instance) and used to organize data in reports geographically.

mapping engine

A component that identifies links between CIs from different data stores that have virtual relationships between them. The identification is performed by reconciling CIs and external CIs.

measurement

A value retrieved by the monitor. Transaction time, database query time, and CPU utilization are all examples of SiteScope measurements.

monitor

Individually configured instruction sets that automatically test performance and availability of systems and services in the network environment.

Monitor Deployment Wizard

The Monitor Deployment wizard uses pre-defined templates to deploy SiteScope monitors onto existing configuration items in HP Business Availability Center's CMDB.

monitor run

One execution of the action defined for an individual monitor. The monitor action is determined by the type of monitor and the configuration settings you select for that monitor. A monitor run returns a measurement result or a status indicating that the intended measurement was not retrieved. The result is recorded to the SiteScope log files and the status of the monitor is updated in the SiteScope interface. How often a monitor is run is an important factor in the usefulness of monitoring and SiteScope performance.

monitor run frequency

The time interval setting for an individual monitor that determines how often SiteScope will execute the monitor action. You set the monitor run frequency using the Frequency setting in Monitor Run Settings. The default for most monitor types is 10 minutes. You should select a monitor run frequency that considers the importance of the system or measurement that is being monitored. Setting a run frequency that is too high can result in monitor skips and other problems if the system being monitored does not respond within the time between monitor runs.

notification template

Specifies the information that SiteScope includes when it sends various types of alert notices.

performance

A term used to define the quality of a measured entity. For example, the time taken for a transmission from a hub router in New York to a hub router in London by comparison with predefined targets. A performance objective denotes a threshold beyond which a CI is considered to have taken too long. For example, if a home page must download within eight seconds, the objective has failed if performance time is longer than that. Performance can also be used to measure disk space, network load, and so forth.

points

Product license credits used to enable instances of the different monitor types available in SiteScope. The number of points you purchase will determine the total number of monitor instances and specific system performance metrics or counters that you can monitor. The number of points required will vary according to monitor type and the number of measurements being made per monitor instance.

recipient

Users who are configured to receive alerts, scheduled reports, and package information (HP Software-as-a-Service only) via e-mail, SMS, or pager.

reconciliation

The process of resolving data from two or more sources, either by resolving to a common naming schema or resolving data overlap differences within the records to a single answer.

remote connection

Connection to a remote systems you want to monitor with SiteScope. As an agentless monitoring solution, SiteScope uses a number of protocols and methods to check systems and services on machines or servers other than the machine where SiteScope is installed. This means you will need to know how to connect to the various systems you want to monitor with SiteScope. SiteScope can have a remote connection to servers running Windows or UNIX/Linux operating systems.

SAP service

A service that links data retrieved from SiteScopes and Business Process Monitors to SAP related entities brought from the Discovery and Dependency Mapping Probe, for HP Business Availability Center compatibility.

Siebel service

A service that links data retrieved from SiteScopes and Business Process Monitors to Siebel related entities brought from the Discovery and Dependency Mapping Probe, for HP Business Availability Center compatibility.

signature

The state of properties in the CI. If changes are made to property values in a CI, the CI signature must also be changed. The CI signature helps detect whether a CI has changed without the need to retrieve and compare all CI properties. Both the CI and CI signature are provided by the appropriate adapter. The adapter is responsible for changing the CI signature when the CI properties are altered.

SiteScope Health

A set of specially pre-configured monitors that regularly check several key SiteScope logs and configuration files. The SiteScope Health feature is useful in detecting and diagnosing problems with monitors with configuration problems, the resource load on the SiteScope server, and possible errors in the key configuration files. The settings and alerting thresholds can be configured by the user.

System Availability Management Administration

An area in HP Business Availability Center used to centrally configure and manage the SiteScope data collector. Enables enterprise-level administration of multiple SiteScopes with global search and replace, view filters, and the use of templates for rapid monitor deployment.

template

A feature for quickly adding one or more SiteScope monitors based on a set template. You use monitor templates to rapidly deploy sets of monitors that check systems in the infrastructure that share similar characteristics. You can create and customize your own templates to meet the requirements of your organization.

thresholds

Performance boundaries that enable the organization of performance data in a meaningful way.

view

A collection of CIs and relationships represented by icons. These CIs and relationships are the result of a TQL query to the CMDB, and are displayed as a view according to display and organizational rules that are assigned to them. Each CI/relationship can be presented in multiple views or by multiple icons in different view layers.

View Explorer

A tool used in the Monitor Deployment Wizard and the Link to Monitor CI option for displaying and searching within the CI views.

virtual relationship

A relationship between two graph nodes that come from different data stores. The instances of these relationships do not exist in any data store and are created during FTQL calculation.