

HP Business Availability Center

for the Windows and Solaris operating systems

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Using My BSM

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Welcome to This Guide

This guide describes how you set up My BSM so that users can view HP Business Availability Center reports, external feeds, and customized Service Reports based on data from data sources from different applications, as portlets in their own personalized portals.

This chapter includes:

- How This Guide Is Organized on page 7
- Who Should Read This Guide on page 8
- Getting More Information on page 8

How This Guide Is Organized

The guide contains the following parts:

Chapter 1 My BSM

Provides an overview of My BSM.

Chapter 2 My BSM Portlets

Describes the portlets available in My BSM, how to add portlets to pages, and how to define special portlets.

Chapter 3 My BSM Administration

Describes how to add pages to modules that can be accessed by your users through their My BSM portal, and how to import and export the portlets that can be included in pages.

Chapter 4 My BSM Portal

Describes how to personalize and use the My BSM portal.

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 end users

Readers of this guide should be knowledgeable about navigating and using enterprise applications, and be familiar with HP Business Availability Center and enterprise monitoring and management concepts.

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 the *HP Business Availability Center Deployment Guide* PDF.

1

My BSM

This chapter includes the general concepts, tasks, and reference information for My BSM.

This chapter includes:

Concepts

- ▶ My BSM Portal Overview on page 9
- ▶ Module/Page Tree on page 10

Tasks

- ▶ Set Up My BSM – Workflow on page 11

Reference

- ▶ Default Modules on page 12

My BSM Portal Overview

The My BSM portal is a view into HP Business Availability Center and into Business Service Manager (BSM).

The My BSM portal includes pages and portlets. Portlets are reusable Web components that display relevant information to portal users. Pages are collections of several portlets displayed together.

Portlets display information relevant to users' business tasks.

The My BSM portal includes default modules that includes out-of-the-box pages and portlets. For a list of pages and portlets included in the default modules, see "Default Modules" on page 12.

The My BSM administrator sets up My BSM portals that include reports and real-time views that are of interest to specific users or groups of users. The administrator creates modules, adds pages to modules and portlets to pages, and shares the modules with selected users or security groups. Modules are packages of preconfigured pages that display portlets.

Users can only view modules, pages, and portlets to which the administrator has given them access rights. Users can also personalize their own portal by adding pages to the portal, adding portlets to pages, removing pages or portlets, rearranging existing pages and portlets, setting an automatic page rotation, and editing a portlet preferences to filter what is displayed in the portlet. Users can also, in some of the portlets, use context menu options to drill down to other reports. For details on the context menu options available for each portlet, see the documentation for each portlet. For details, see “Portlet Categories” on page 38.

My BSM displays the user’s main portal page either when the user logs in to HP Business Availability Center or when the user clicks the **My BSM** tab. This is the page that the My BSM administrator has set up for the user (customizable).

HP Business Availability Center includes portlets written and supported by HP and other portlets. For details, see “Special Portlets” on page 18.

Module/Page Tree

In My BSM portal, the tree of modules displays the modules, pages, and portlets created by the administrator in the Shared Pages pane, and your private pages and portlets in the Private Pages pane. All the pages that you see in both panes of the tree of pages are listed in the **Switch to Page** menu in My BSM.

The administrator uses the module tree to:

- ▶ Configure modules and pages
- ▶ Optionally, add user-defined pages to the modules
- ▶ Add portlets to pages

For details on the tree of modules, see “Configure <module_name> Page” on page 139.

The user uses the page tree to:

- ▶ Create private pages and add portlets to those pages, in the Private Pages pane.
- ▶ Copy modules or pages from the Shared Pages pane where the administrator module pages are displayed, to the Private Pages pane and edit them, depending on the type of access specified by the administrator.
- ▶ Create groups of pages in the Private Pages pane.

You can edit any element in the module or page tree by double-clicking it. You can use the buttons above the tree to add modules, pages, or portlets, clone modules or pages, and more.

For details on the tree of pages, see “Edit Page Dialog Box” on page 179.

Note: If you have permission to display a portlet, and the portlet is included in a page or module for which you do not have permission, you can still display the portlet in the page or module. Other portlets on the page or module display an error message.

Set Up My BSM – Workflow

This task describes how to set up My BSM.

This task includes the following steps:

- ▶ “Set Up My BSM” on page 12
- ▶ “Personalize and Use the My BSM Portal” on page 12

1 Set Up My BSM

You set up My BSM by creating modules and their pages and by adding portlets to the pages. You can import portlet definitions and configure those definitions. You can also export portlets and modules.

For details, see “Administrator Tasks – Workflow” on page 112.

2 Personalize and Use the My BSM Portal

You can view the pages set up by the administrator. You can also personalize your My BSM portal. You can, for example, add pages or portlets to pages, manage your pages, group pages, define favorites or set up an automatic page rotation.

For details, see “Personalize Your My BSM Portal – Workflow” on page 174.

Default Modules

My BSM includes two default modules: the **Default Module** that includes pages from Dashboard, Service Level Management, End User Management, and other applications and the **UCMDB** default module that includes CMDB pages.

To access the default modules, click the **Switch to page** button in My BSM and select one of the default modules.

Note: A user cannot edit the Default Module and the default UCMDB module in My BSM. A user with administrative permissions can edit the default modules in My BSM Administration.

This section includes the following topics:

- “Default Module” on page 13
- “UCMDB Default Module” on page 15

Default Module

The default module includes the following pages and portlets:

Page	Portlets
Dashboard	<ul style="list-style-type: none"> ➤ Welcome portlet. For details, see “Welcome to My BSM Application Portlet” on page 22. ➤ Top View ➤ Filters ➤ Welcome to My BSM Applet
Dashboard Reports	<ul style="list-style-type: none"> ➤ KPIs Trend ➤ KPIs Summary ➤ KPIs Distribution Over Time
Service Level Management	<ul style="list-style-type: none"> ➤ Worst Performing SLAs - Previous Periods Portlets ➤ Worst Performing SLAs - Current Periods Portlets
End User Management	<ul style="list-style-type: none"> ➤ End User - Least Available Locations ➤ End User - Least Available Transactions
Business Processes	<ul style="list-style-type: none"> ➤ Business Process Summary Portlet ➤ Top View with the Business Processes view automatically selected ➤ Dashboard Status Snapshot with the Business Processes view automatically selected. The administrator must specify the CIs to display in the portlet or you can copy the portlet to your private pages and edit it.

Page	Portlets
Business Transactions	<ul style="list-style-type: none"> ▶ Business Transaction Summary Portlet ▶ Top View with the Business Transactions view automatically selected ▶ Dashboard Status Snapshot with the Business Transactions view automatically selected. The administrator must specify the CIs to display in the portlet or you can copy the portlet to your private pages and edit it.
SOA	<ul style="list-style-type: none"> ▶ Web Service/Operation With Slowest Number of Calls ▶ Slowest Web Service/Operation ▶ Least Active Web Service/Operation ▶ Least Available Web Service/Operation ▶ Most Active Web Service/Operation ▶ Web Service/Operation With Most SOAP Faults

For more details on the portlets, see “Portlet Categories” on page 38.

UCMDB Default Module

The UCMDB default module includes the following pages and portlets:

Page	Portlets
CMDB	<ul style="list-style-type: none"> ➤ CMDB Utilization ➤ Delete Candidates ➤ Discovery Job Statistics Report ➤ Discovery Job Errors Report ➤ Host O/S Breakdown ➤ Database Breakdown ➤ Major Application Type Breakdown ➤ Network Device Breakdown
Change	<ul style="list-style-type: none"> ➤ Number of Changes ➤ Changed View ➤ Changed Applications

For more details on the portlets, see “Portlet Categories” on page 38.

2

My BSM Portlets

This chapter includes the general concepts, tasks, and reference information for My BSM portlets.

This chapter includes:

Concepts

- ▶ Portlets Overview on page 18
- ▶ Special Portlets on page 18
- ▶ How the Scorecard Portlet Builds Its Display on page 19
- ▶ Welcome to My BSM Application Portlet on page 22

Tasks

- ▶ Configure a Service Report Portlet in My BSM – Workflow on page 23
- ▶ Configure a Service Report in My BSM – Scenario on page 28
- ▶ Use an HTML Portlet on page 35
- ▶ Use a Borderless Rich Text Portlet on page 36

Reference

- ▶ Portlet Categories on page 38
- ▶ My BSM Portlets User Interface on page 53

Troubleshooting and Limitations on page 108

Portlets Overview

Portlets display information relevant to users' business tasks, for example, HP Business Availability Center reports, stock market prices, and more. Portlets can display reports or views from Dashboard, Service Level Management, SOA, End User Management, System Availability Management, HP Universal CMDB, Business Process Insight, and TransactionVision applications, and general portlets like RSS, Status Snapshot, and others.

Administrators and users can personalize their own portal by adding portlets to pages, removing portlets from pages, rearranging portlets on pages and modules, and editing a portlet preferences to filter what is displayed in the portlet. Administrators and users can also, in some of the portlets, use context menu options to drill down to other reports. For details on the context menu options available for each portlet, see the documentation for each portlet. For details, see "Portlet Categories" on page 38.

HP Business Availability Center includes portlets written and supported by HP and other portlets. For details, see "Special Portlets" on page 18.

Special Portlets

My BSM provides the portlets written and supported by HP:

- ▶ Report-type portlets. The portlets display HP Business Availability Center application reports.
- ▶ Customized general-purpose portlets. Users can create their own portlets:
 - ▶ RSS portlet. For details, see "Edit Preferences: RSS Portlet" on page 97.
 - ▶ HTML portlet. For details, see "Use an HTML Portlet" on page 35.
 - ▶ Borderless Rich Text portlet. For details, see "Edit Preferences: Borderless Rich Text Portlet" on page 75.

- ▶ Customized portlets. My BSM administrators and advanced users at customer sites can write their own portlets:
 - ▶ Service Report. For details, see “Service Report Overview” in *Reports*.
 - ▶ Status Snapshot. For details, see “Status Snapshot Portlet” on page 102.
 - ▶ Scorecard. For details, see “Scorecard Portlet” on page 99.
- ▶ Portlets written by industry-standard portlet providers. These portlets can be imported into the system, provided they use the JSR168 standard. For details, see “Import Portlet Definitions – Optional” on page 113.

For details about all the types of portlets, see “Portlet Categories” on page 38.

How the Scorecard Portlet Builds Its Display

The Scorecard portlet sorts and displays selected CIs and their KPI’s statuses from worst to best.

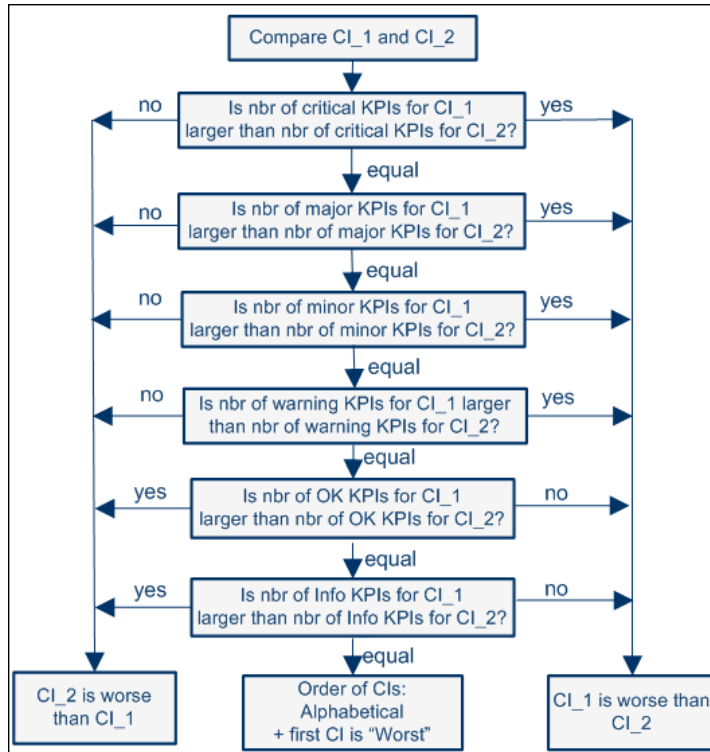
For additional information about the Scorecard portlet, see “Scorecard Portlet” on page 99.

This section includes the following topics:

- ▶ “Sorting Mechanism” on page 20
- ▶ “Splitting Mechanism” on page 21
- ▶ “KPI Display” on page 21

Sorting Mechanism

The sorting mechanism compares the selected CIs, two by two, as follows:



- If the two CIs have the same number of KPIs with a specific status, the sorting mechanism compares the number of KPIs with the next better status using the **critical**, **major**, **minor** and **warning** statuses in this order. The CI with the highest number of those KPIs is then given a lower grade than the other CI.
- If the two CIs have the same number of **warning** KPIs, then the mechanism compares the number of KPIs with **OK** status. The CI with the highest number of KPIs with the **OK** status is given a higher grade than the other CI. The same sorting is used for the **Info** status.

- KPIs without data are not used in the comparison.
- If two CIs have exactly the same numbers of KPIs at each status level, the portlet sorts the CIs alphabetically (from A to Z) and the first CI in the alphabetical list, is given the lower grade.

Splitting Mechanism

When all CIs have a grade, the portlet splits the sorted CIs into the Worst and Best columns where:

- The Worst column displays the worst half of the CIs (lower grades) ordered from worst (first row) to best (last row).
- The Best column displays the best half of the CIs (higher grades) ordered from best (first row) to worst (last row).
- CIs with **No Data** KPIs always appear at the bottom of each Worst/Best column. The splitting mechanism removes them from the list before it lists the other CIs in the proper order and distributes these CIs between the Worst and Best columns. The CIs with **No Data** KPIs are then sorted in alphabetical order and distributed between the Worst and Best columns and put at the bottom of each column.
- The Worst column includes one more CI if you select an odd number of CIs
- A single column displays the CIs ordered from worst to best from top to bottom when you select less than four CIs.

KPI Display

In the portlet, each CI's table lists all the KPIs selected in the Edit Preferences KPI Selection area in the portlet filter.

When a KPI is not relevant for the CI, the Status column displays **[N/A]**, the Trend column is empty, and the over time bar is grey.

When a KPI is relevant for the CI but has a **No Data** status, the Status column displays a grey icon, the Trend column is empty, and the relevant part of the over time bar is grey.

When the CIs are listed in one column only, the KPIs that are not relevant for the CIs are not displayed and each CI's table includes as many rows of KPIs as needed.

Welcome to My BSM Application Portlet

The Welcome to My BSM Application portlet displays an introduction to the capability and diversity offered by the various portlets available in the My BSM application. The portlet is part of the Dashboard page.

To display the Welcome to My BSM Application portlet, select **My BSM**, click **Switch to page**, and select **Default Module > Dashboard**.

**The My BSM portal provides
a focal-point view of critical
business service health.**

My BSM pages are easily customized to fit the requirements of business, application, and operations users, using content delivered by the various Business Service Management solutions.

Configure a Service Report Portlet in My BSM – Workflow

You can add a Service Report to a page in My BSM. You configure the Service Report using a wizard.

This task includes the following steps:

- ▶ “Install Flash to Format the Report Using Flash Technology – Optional” on page 23
- ▶ “Add a Service Report Portlet to a Page” on page 23
- ▶ “Edit the Service Report Portlet” on page 23
- ▶ “Change the First Day of Month Setting – Optional” on page 27
- ▶ “Display the Service Report” on page 28

1 Install Flash to Format the Report Using Flash Technology – Optional

To render the Service Report charts using Flash you must have the Macromedia Flash Player installed on your local machine. If you do not, the browser displays a message containing instructions on how to download Flash Player.

2 Add a Service Report Portlet to a Page

You can add a Service Report portlet to a page. For details, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 53.

3 Edit the Service Report Portlet

After you have added a Service Report portlet to a page, you must configure the portlet.



In the Service Report portlet in the My BSM page, click the **Edit portlet preferences** button to open the Edit Preferences <portlet_name> page. For details, see “Edit Preferences <portlet_name> Dialog Box” on page 58.

In the page, you can:

- ▶ Expand **Advanced Settings** and select the refresh rate for the portlet.
- ▶ Click the **Change Title** button to open the Change Title dialog box where you can change the Service Report title.
- ▶ Click **Launch Service Report Builder** to open the wizard that creates the Service Report.

Use the Service Report Builder wizard to select the report format, the data sources, the report format (table or chart), the dimensions and the measurements, and the dimension filter that are used to create the Service Report.

While creating the Service Report, you can also create new measurements that you can immediately use in the report.

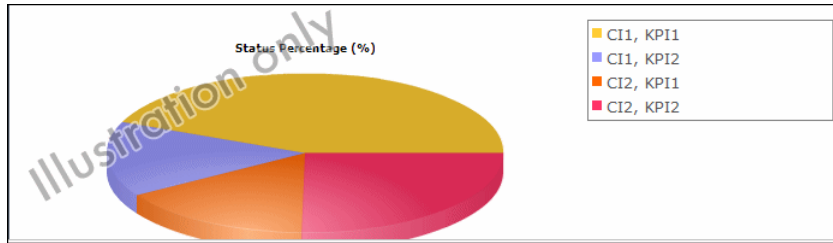
For details, see “Service Report Builder Wizard” in *Reports*.

Example – Create a Service Report That Displays as a Chart

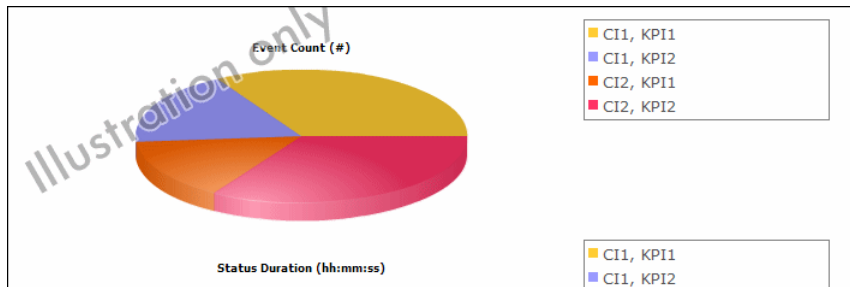
To create a service report that displays as a chart:

- a** Add a Service Report to the appropriate page in My BSM.
- b** In the page, click the **Edit** button for the Service Report portlet and then click **Launch Service Report Builder** in the **Filter** area of the Edit Preferences page to open the Service Report Builder wizard.
- c** In the Select a Display Type page, select **Chart**, **Pie**, and **Flash chart**.
- d** In the Select a Data Source page, select **Dashboard KPIs data** and click **Next**.

- e** In the Select Dimensions page, move CI and KPI to the **Slices** box and click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

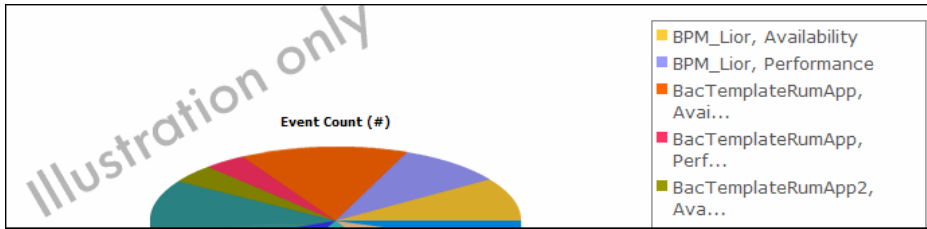


- f** Click **Next** to continue.
- g** In the Select Measurements page, select **Event Count (#)**, and **Status Duration (hh:mm:ss)**. Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

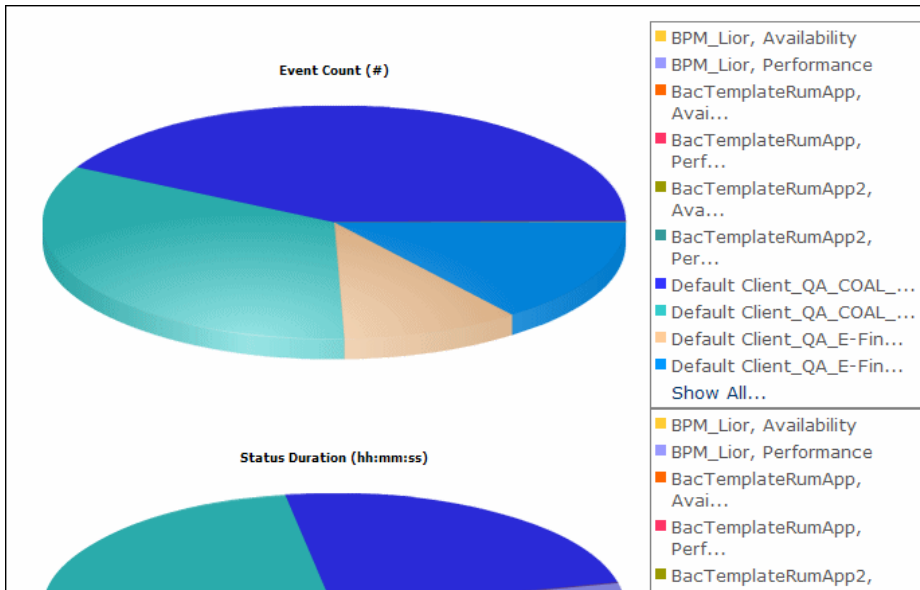


- h** In the Dimensions Filter page, click:
- **CI**, select the **End User Monitor View**, and select the relevant CIs.
 - **Time Range**, select **Month to Date**.
 - **Status**, select **Critical**.
 - **KPI**, select **Availability** and **Performance**.

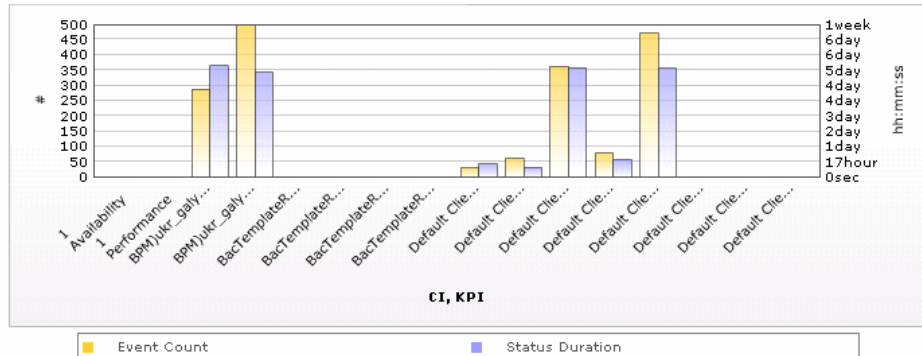
i Click **Preview**.



j Click **Finish** to display the final report:



The same report in Bar format displays the following information:



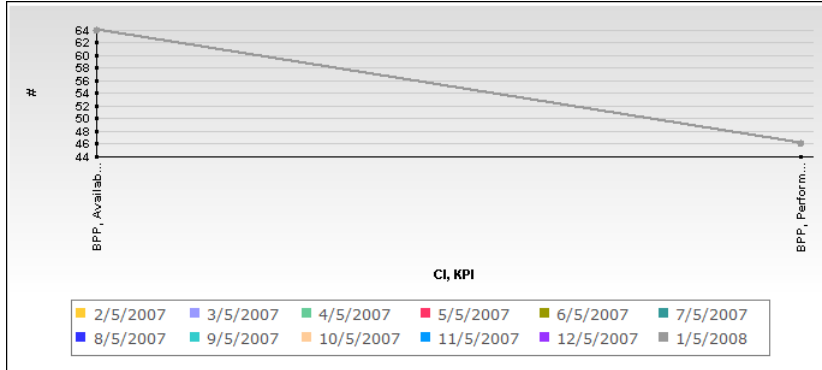
4 Change the First Day of Month Setting – Optional

To change the first day of the month setting (Default is 1), select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Foundations**, select **Calendar**, and locate the **First day of month** entry in the Calendar - Calendar Options table. Change the value to any value between 1 and 31.

Note: Changing the First Day of Month setting affects Service Reports and all other Dashboard components.

Example

The new first day of the month is reflected in a Service Report, after you have changed the **First day of month** entry in the Infrastructure Settings to 2, and after you select in the **Dimension Filter**, a **Time Range** setting that includes **Every Month**. For example, View=Last Year and Every=1 month display the following results when **First day of month=2**:



5 Display the Service Report

To display the Service Report, access My BSM and select the page where the Service Report portlet is located.

For details about the Service Report, see “Service Report” in *Reports*.

Configure a Service Report in My BSM – Scenario

This scenario explains how to configure a Service Report in My BSM. The report is based on the Dashboard KPIs data source.

This scenario includes the following steps:

- “Select the Display Type” on page 29
- “Select the Dashboard KPIs Data Source” on page 29
- “Select the Dimensions” on page 30
- “Select the Measurements” on page 31
- “Create a New Measurement” on page 32

- “Specify the Dimensions Filter” on page 33
- “Display the Service Report” on page 35

1 Select the Display Type

Launch the Service Report Builder and select the type of display you want to use.

- a** In My BSM, in the appropriate page, click the Edit button for the Service Report portlet and then click **Launch Service Report Builder** in the **Filter** area of the Edit Preferences page to open the Service Report Builder wizard.
- b** In the Select a Display Type page, select **Pivot Table**.

2 Select the Dashboard KPIs Data Source

In the Select a Data Source page, select **Dashboard KPIs data** and click **Next**.

Select a Data Source

The Service Report is based on the selected data source dimensions and measurements.
Select at least one of the following data sources:

<input type="checkbox"/> Service Level Management - SLA KPI data	Provides the CIs, KPIs, SLA, Time, and Calendar dimensions, and the KPI Value, KPI Status, Additional Values and Objectives measurements.
<input type="checkbox"/> Service Level Management - SLA Status data	Provides the SLA, Tracking Period, "Based On" Tracking Period, and Time dimensions, and the SLA Status for Previous Periods, SLA Current Status, SLA Current Status By Time Period and SLA Forecast measurements.
<input checked="" type="checkbox"/> Dashboard KPIs data	Provides high-level analysis for business-related CIs, based on historical data from the associated Dashboard KPIs.
<input type="checkbox"/> Business Process Insight data	Provides Business Process data from HP Business Process Insight.
<input type="checkbox"/> TransactionVision data	Provide Business Transaction data from HP TransactionVision.
<input type="checkbox"/> Over Time Additional data	Provides additional data such as Number of tickets and Number of user measurements, for CIs and Time range dimensions, from multiple data sources.

3 Select the Dimensions

Select the dimensions you want to use.

- a In the Select Dimensions page, select CI and KPI as rows and Time Range as column.

Select Dimensions

The **Available Dimensions** area lists the data source dimensions you selected in the **Select a Data Source** page. Move the dimensions to the **Columns** or **Rows** area.

Available Dimensions:

Status

Rows:

CI
KPI

Dimensions in the **Rows** area appear as row headers.

Columns:

Time Range

Dimensions in the **Columns** area appear as column headers.

- b Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

		Time Range1	Time Range2
CI1	KPI1	13.05	0.04
	KPI2	6.22	4.31
CI2	KPI1	10.71	14.75
	KPI2	6.78	3.27

- c Click **Next** to continue.

4 Select the Measurements

Select the measurements you want to use.

- a In the Select Measurements page, select the measurements as follows

The screenshot shows a web interface for selecting measurements. It is divided into two main sections: 'Available Measurements' on the left and 'Selected Measurements' on the right. In the 'Available Measurements' section, four items are listed: 'Status Percentage (%)', 'Status Percentage (% , Status as background)', 'Status Duration (hh:mm:ss)', and 'Event Count (# , Status as background)'. In the 'Selected Measurements' section, two items are listed: 'Event Count (#)' and 'Status Duration (hh:mm:ss , Status as background)'. Between the two sections are two arrows: a right-pointing arrow and a left-pointing arrow. Below the 'Selected Measurements' section are two small square buttons, one with an up arrow and one with a down arrow. At the bottom right of the interface are two icons: a magnifying glass and a document icon.

- b Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

		Time Range1		Time Range2	
		Event Count (#)	Status Duration (h)	Event Count (#)	Status Duration (h)
CI1	KPI1	41	05:00:00	97	20:00:00
	KPI2	3	19:43:20	91	15:16:40
CI2	KPI1	71	16:56:40	76	08:03:20
	KPI2	1	13:20:00	33	07:13:20

5 Create a New Measurement

You want to create a measurement that returns the difference between the number of events at different times in the selected range.



- a In the Select Measurements page, click the **Create Measurement** button.
- b In the Create Measurement dialog box, enter Event Count Difference in the **Measurement name** box, enter a description as shown in the graphics below, select the **Calculated Measurement** type, select Difference in the **Select function** list, select Time Range (Column headers) in the **Select dimension** list, select Event Count (#) (Time Range 1) in the **First Measurement** list, select Event Count (#) (Time Range 2) in the **Second measurement** list, and click **OK**.

Create Measurement

Enables you to add a calculated or aggregated measurement based on the measurements that are available after you select the dimensions in the Select Dimensions page.

Measurement name: *

Measurement description: Appears as tooltip for the measurement

Measurement type: Calculated (difference, trend, and so forth)
 Aggregated (custom average, status, and so forth)

Select function: *

Function Parameters

Select dimension: *

First measurement: *

Second measurement: *

The function returns the difference between the first selected measurement value and the second selected measurement value.

The new measurement is displayed in the **Selected Measurements** box in the Select Measurements page. You may want to add additional measurements at this stage.

- c Click **Next** to continue.

- d** Click **Preview** to display the draft of the report.

		Time Range1		Time Range2		Event Count Diffe
		Event Count (#)	Status Duration	Event Count (#)	Status Duration	
CI1	KPI1	49	07:46:40	67	05:50:00	18
	KPI2	57	10:00:00	29	23:53:20	-28
CI2	KPI1	42	00:50:00	49	09:43:20	7
	KPI2	55	1 day, 0 hours	97	11:06:40	42

6 Specify the Dimensions Filter

The **Mandatory Dimensions** area, in the Dimensions Filter page, lists the dimensions you selected (**CI**) and the dimensions mapped to the measurements you selected (**Status**, **Time Range** and **KPI**). Select the appropriate filter for all the listed dimensions.

- a** For the **CI** dimension, select the view and the CIs you want to display.

Mandatory Dimensions:

CI
Time Range
Status
KPI

View: Business Services

- Business Services
- amit service
- bs_AutoSanity31
- bs_AutoSanity32
- bs_AutoSanity33
- bug77660-1

- b** For the **Time Range** dimension, select Time Comparison, Week to date, and Last 1 Week.

Mandatory Dimensions: **Dimension Filter:**

CI
Time Range
Status
KPI

Over Time Time Comparison

Week to date

View: Week to date

Last 1 Week

View: Last 1 Week

View: Last 1 Month

c For the **Status** dimension, select Critical.

Mandatory Dimensions:

- CI
- Time Range
- Status**
- KPI

OK
 Warning
 Minor
 Major
 Critical
 Info
 No Data
 Downtime

d For the **KPI** dimension, select Availability and Performance.

Mandatory Dimensions:

- CI/Service
- Time Range
- Status
- KPI**

Availability
 Performance
 System
 Application
 Bandwidth
 Component Availability
 Customer
 DT Failed Impact
 DT Late Impact
 DT Total Impact
 Generic
 HP System

e Click **Preview** to display the structure of the report. The data and background color are for illustration purposes only.

		Last 1 Week		Week to date		Event Count Diffe
		Event Count (#)	Status Duration	Event Count (#)	Status Duration	
bs_AutoSanity1	Availability	29	18:03:20	48	08:36:40	19
	Performance	92	1 day, 2 hours	29	12:13:20	-63
bs_AutoSanity2	Availability	34	05:16:40	78	21:40:00	44
	Performance	61	07:30:00	93	23:53:20	32
sla_service1	Availability	26	08:03:20	75	04:43:20	49
	Performance	77	03:03:20	97	20:33:20	20

f Click **Next**.

7 Display the Service Report

In the Summary page, the Service Report displays the status and value of the selected dimensions and measurements:

		Last 1 Week		Week to date		Event Count Diffe
		Event Count (#)	Status Duration	Event Count (#)	Status Duration	
bs_AutoSanity1	Availability	-	-	0	00:00:00	-
	Performance	-	-	1	18:44:47	-
bs_AutoSanity2	Availability	-	-	2	18:37:05	-
	Performance	-	-	0	00:00:00	-
sla_service1	Availability	-	-	0	00:00:00	-
	Performance	-	-	1	01:17:32	-
sla_service5	Availability	-	-	0	00:00:00	-
	Performance	-	-	0	00:00:00	-

The data displayed in the table is the correct data for the report and the background colors represent real status.

Click **Finish** to close the Service Report configuration.

Use an HTML Portlet

To create an HTML portlet, use the HTML portlet where you can enter your own HTML code. You can then use the HTML portlet in My BSM like the other portlets. The code is not verified.

Use regular HTML code.

Note: Use the iframe tag to access a specific site.

Example

The following code accesses the HP site and has a background image:

```
<html>
<body background='images\gui\logo_bg.gif'>
  <h2>HTML Portlet</h2>
  Displays your personal HTML portlet.
  <iframe src='http://www.hp.com' width=100%></iframe><br>
</body>
</html>
```

The result is:



Use a Borderless Rich Text Portlet

To create a portlet with your own rich text, use the Borderless Rich Text portlet where you can enter your own text. You can then use the Borderless Rich Text portlet in My BSM like the other portlets.

Tip: You can use this portlet to display your company's logo on the My BSM pages.

For details on the user interface, see "Edit Preferences: Borderless Rich Text Portlet" on page 75.

Example

You want to add a form to the Borderless Rich Text portlet.

- 1 Add the portlet to a page.
- 2 Open the portlet in Edit mode. For details, see “Edit Preferences: Borderless Rich Text Portlet” on page 75.
- 3 Set the cursor where you want the form to be inserted and type: HP Search form.



- 4 Click the Insert/Edit Form button and enter or select the following values in the fields of the Insert Form dialog box.

- ▶ URL = `http://www.hp.com/search`
- ▶ Method = GET
- ▶ Target = `_blank` (the URL opens in a new window).
- ▶ Type = `application/x-www-form-urlencoded`



- 5 With the cursor inside the form frame, click the **Insert/Edit text field** button to insert an input field in the form. The **Edit input field** dialog box opens. Enter the following values in the relevant fields:

- ▶ Name = `q`
- ▶ Value = (leave empty).



6 With the cursor inside the form frame, click the **Insert/Edit a hidden field** button to insert an input field in the form. The Insert Hidden Input Field dialog box opens. Enter the following values in the relevant fields:

- ▶ Name = oe, Value = utf-8

In the same way, insert three more hidden fields with the following characteristics:

- ▶ Name = ie, Value=utf-8
- ▶ Name = client, Value = firefox-a
- ▶ Name = rls, Value = org.mozilla:en-US:official



7 With the cursor inside the form frame, click the **Insert Submit Button** to insert a Submit button in the form. In the New/Insert Submit Button form, enter the following values in the relevant fields:

- ▶ Name = Search
- ▶ Value = Search

8 Save the changes.

In the portlet view you should be able to see the Search box and the submit button. Enter a search term and click the button. The HP search results page should open in a new window.

HP Search form

Portlet Categories

Different categories of portlets displaying different applications can be added to My BSM pages.

These different categories are:

- ▶ “CMDB” on page 39
- ▶ “Dashboard” on page 41
- ▶ “End User Management” on page 42

- “General” on page 46
- “HP Business Process Insight Reports Portlets” on page 47
- “HP TransactionVision Reports Portlets” on page 48
- “Problem Isolation” on page 48
- “Report Builders” on page 49
- “SLM” on page 49
- “SOA” on page 51
- “System Availability Management” on page 52

CMDB

Portlet Name	Description
Changed Applications	Displays the number of detected changes in applications within a defined period. For details, see “Changed Applications Report” in <i>Model Management</i> .
Changed Views	Displays a bar graph showing the number of changes that occurred in a specific view within a defined period. For details, see “Changed Views Report” in <i>Model Management</i> .
CMDB Overview	Displays general CMDB statistics. For details, see “CMDB Utilization Report” in <i>Model Management</i> .
Database Breakdown	Displays a pie chart showing the breakdown of database types and versions. For details, see “Database Breakdown Report” in <i>Model Management</i> .
Delete Candidates	Displays a bar graph showing the CIs and relationships that were deleted within a defined period and the ones that are about to be deleted. For details, see “Delete Candidates Overview Report” in <i>Model Management</i> .

Portlet Name	Description
Discovery Job Statistics Report	View the ten discovery jobs that have the highest number of errors. For details, see “Discovery Job Statistics Report Portlet” on page 57.
Discovery Job Errors Report	View statistics for the ten most active discovery jobs (that is, those with the most created, removed, or updated operations). Click a job to drill down to view statistics on the job’s CIT. For details, see “Discovery Job Errors Report Portlet” on page 56.
Host O/S Breakdown	Displays a breakdown of operating systems. You can view all deployed operating systems or you can view data for operating systems at a certain location or running on a certain subnet. For details, see “Host OS Breakdown Report” in <i>Model Management</i> .
Major Application Type Breakdown	Displays a breakdown of major applications and their versions. You can view all applications deployed in the system or you can view data for applications at a certain location. For details, see “Major Application Type Breakdown Report” in <i>Model Management</i> .
Network Device Breakdown	Displays a breakdown of network devices and their manufacturers. You can view all network devices deployed in the system or at a certain location. For details, see “Network Device Breakdown Report” in <i>Model Management</i> .
Number of Changes	Displays a bar graph showing the number of detected changes in a CIT within a defined period. You can also view the breakdown of the types of changes that occurred for the CIT and its descendants. For details, see “Number of Changes Report” in <i>Model Management</i> .

Dashboard

Portlet Name	Description
Console	Displays the components of the active Dashboard view organized into the same hierarchy tree format that you defined for the CIs in Dashboard Administration. For details, see “Hierarchy Tab” in <i>Using Dashboard</i> .
Custom Map	Displays a map for the selected view with the view's CIs represented by real-time status indicators and a background custom image that describes the real world that your view represents. For details, see “Custom Map Page” in <i>Using Dashboard</i> .
Filters	Displays, in a flat non-hierarchical way, the CIs that match the following criteria: they belong to the selected view, and at least one of their KPIs has the status specified in the active filter. For details, see “Filters Page” in <i>Using Dashboard</i> .
Geographical Map	Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location. For details, see “Geographical Map Page” in <i>Using Dashboard</i> .
KPIs Distribution Over Time	Displays the distribution over time of the status of selected CIs and KPIs. For details, see “KPIs Distribution Over Time Report” in <i>Using Dashboard</i> .
KPIs Over Time	Displays the status or value, over time, of selected CIs and KPIs. For details, see “KPIs Over Time Report” in <i>Using Dashboard</i> .
KPIs Summary	Displays the statuses summary of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Summary Report” in <i>Using Dashboard</i> .

Portlet Name	Description
KPIs Trend	Displays the statuses trend of selected CIs and KPIs accessible from the Dashboard application. For details, see “KPIs Trend Report” in <i>Using Dashboard</i> .
Scorecard	Provides an overview of the real time status, trend, and over time data of your business processes organized by best and worst statuses. For details, see “Scorecard Portlet” on page 99.
Status Snapshot	Displays gauges that indicate the operational status of business components. For details, see “Status Snapshot Portlet” on page 102.
Top View	Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs. For details, see “Top View Page” in <i>Using Dashboard</i> .

End User Management

Portlet Name	Description
End User - Least Available Locations	Displays least available locations for Business Process Monitor across all profiles, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see “Snapshot Viewer Page” in <i>Using End User Management</i> .
End User - Least Available Transactions	Displays least available transactions for Business Process Monitor across all profiles, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see “Snapshot Viewer Page” in <i>Using End User Management</i> .

Portlet Name	Description
Real User End Users by Page Summary	Displays data for a selected Web page configured for Real User Monitor in End User Management Administration, broken down by end-user groups. For details, see “End Users by Page Report” in <i>End User Management</i> .
Real User End Users by Transaction Summary	Displays general, availability, total performance, net performance, or server performance data for each end-user group that ran the transaction you selected. For details, see “End Users by Transaction Report” in <i>End User Management</i> .
Real User Event Analysis by End User Groups	Displays data for a selected event type, broken down by end-user groups. For details, see “Event Analysis Report” in <i>End User Management</i> .
Real User Event Analysis by Pages	Displays data for a selected event type, broken down by pages. For details, see “Event Analysis Report” in <i>End User Management</i> .
Real User Event Analysis by Servers	Displays data for a selected event type, broken down by servers. For details, see “Event Analysis Report” in <i>End User Management</i> .
Real User Monitor - Least Available Applications	Displays least available applications for Real User Monitor for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see “Status Snapshot” in <i>Using End User Management</i> .
Real User Monitor - Slowest Applications	Displays slowest applications for Real User Monitor, for the last day. This portlet displays one graph from the End User Management Status Snapshot. For details, see “Status Snapshot” in <i>Using End User Management</i> .
Real User Monitor Application Errors Summary	Displays a summary of application errors in monitored applications, configured in End User Management Administration. For details, see “Pages with Most Errors” in <i>Using End User Management</i> .

Portlet Name	Description
Real User Monitor Event Count	Displays data for all events, or sessions with events, in monitored applications, broken down by time intervals. For details, see “Event Count Over Time Report” in <i>Using End User Management</i> .
Real User Monitor HTTP Errors Summary	Displays a summary of HTTP errors in monitored applications, configured in End User Management Administration. For details, see “Pages with Most Errors” in <i>Using End User Management</i> .
Real User Monitor Informational Events Summary	Displays a summary of informational events in monitored applications, configured in End User Management Administration. For details, see “End User Summary Report” in <i>Using End User Management</i> .
Real User Monitor Performance Events Summary	Displays a summary of performance events in monitored applications, configured in End User Management Administration. For details, see “Event Summary Report” in <i>Using End User Management</i> .
Real User Page Availability Over Time	Displays details of the availability for the selected Web page over the course of time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
Real User Page Breakdown Over Time	Displays details of the breakdown for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
Real User Page Hits Availability Over Time	Displays details of the hits availability for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
Real User Page Performance Over Time	Displays details of the performance for the selected Web page over time. For details, see “Page Over Time Report” in <i>Using End User Management</i> .
Real User Page Summary	Displays data for specific Web pages that were configured for Real User Monitor in End User Management Administration. For details, see “Page Summary Report” in <i>Using End User Management</i> .

Portlet Name	Description
Real User Server Over Time	Displays a graph and table of the server's page hits and availability over time. For details, see "Server Over Time Report" in <i>Using End User Management</i> .
Real User Server Summary	Displays data for specific Web pages on the server that were configured for Real User Monitor in End User Management Administration. For details, see "Page Summary Report" in <i>Using End User Management</i> .
Real User Transaction Availability Over Time	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
Real User Transaction Breakdown Over Time	Displays details of the breakdown for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
Real User Transaction Hits Availability Over Time	Displays details of the availability for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
Real User Transaction Performance Over Time	Displays details of the performance for the selected transaction, over time. For details, see "Transaction Over Time Report" in <i>Using End User Management</i> .
Real User Transaction Summary	Displays data for specific transactions that were configured for Real User Monitor in End User Management Administration. For details, see "Transaction Summary Report" in <i>Using End User Management</i> .
Triage Report - Error Details	Displays error details for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .
Triage Report - Error Summary	Displays a summary of errors organized by error type for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .
Triage Report - Raw Data	Displays raw data information for Business Process Monitor. For details, see "Triage Report" in <i>Using End User Management</i> .

Portlet Name	Description
Triage Report - Transaction Breakdown	Displays a breakdown over time of response time data for Business Process Monitor. For details, see “Triage Report” in <i>Using End User Management</i> .
Triage Report - Transaction Group by Location	Displays an in-depth picture of the performance of transactions grouped by locations for Business Process Monitor. For details, see “Triage Report” in <i>Using End User Management</i> .

General

Portlet Name	Description
HTML Portlet	Displays any HTML content. For details, see “Use an HTML Portlet” on page 35.
Borderless Rich Text Portlet	Displays customized contents such as forms, iFrames, formatted text, images, and so on. For details, see “Edit Preferences: Borderless Rich Text Portlet” on page 75.
RSS Portlet	RSS (Really Simple Syndication) is an XML-based format for sharing and distributing Web content, such as news headlines. For details, see “Edit Preferences: RSS Portlet” on page 97.

HP Business Process Insight Reports Portlets

Portlet Name	Description
BPI Monitors Over Time Portlet	Displays two graphs for each selected BPI Duration Monitor CI or BPI Custom/Value Monitor CI. One graph display the average/minimum/maximum/weighted value or duration of the selected CI over time. The other graph display the violated instances of the CI over time. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .
BPI Process Diagram	Displays the process diagram of a BPI business process that corresponds to the selected CI. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .
Business Process Over Time Portlet	Displays over time information about the volume, backlog, and health of the selected Business Process CI. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .
Business Process Step Over Time Portlet	Displays over time information about the volume, backlog, and health of the selected Business Process Step CI. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .
Business Process Step Summary Portlet	Displays step summary data for the selected Business Process Step CI. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .
Business Process Summary Portlet	Displays step summary data for the selected Business Process Step CI. For details, see BPI Application Reports in <i>Using Business Process Insight</i> .

HP TransactionVision Reports Portlets

Portlet Name	Description
Business Transaction Over Time	Displays the Transaction Measurements Correlation graph that allows you to correlate 2 transaction metrics against one another over a user specified time period, and the Transaction State graph that allows you to view the total percentage of delays, failures and exceptions over a user specified time period. For details, see “Transaction Over Time Report” in <i>Using TransactionVision</i> .
Business Transaction Summary	Displays metrics for selected business transactions. The metrics (calculated by either volume or by monetary value, depending on the selected mode) are shown broken down by different transaction. For details, see “Transaction Performance Summary Report” in <i>Using TransactionVision</i> .

Problem Isolation

Portlet Name	Description
Application Anomaly Summary	Displays the number of anomalies for selected applications in a selected time range, as well as the average duration of the anomalies and the average number of affected users. For details, see “Application Anomaly Summary Report” in <i>Using Problem Isolation</i> .
Application Anomaly Trend Report	Displays the percentage change in the average number of anomalies, the average anomaly duration time, and the average number of affected users for selected applications between two similar time periods (that is, the last week, month, or quarter compared to the previous week, month, or quarter). For details, see “Application Anomaly Trend Report” in <i>Using Problem Isolation</i> .

Report Builders

Portlet Name	Description
Open Query Builder	Displays a table of data retrieved from the database, answering to a Generic Reporting Engine API query. For details, see “Custom Query Builder” in <i>Reports</i> .
Service Report	Displays a personalized table report constructed over several data sources. For details, see “Service Report” in <i>Reports</i> .

SLM

Portlet Name	Description
SLA Status Portlet	Displays the SLA forecast status for the end of a calculation period, compared with the current SLA status. For details, see “SLA Status Report” in <i>Using Service Level Management</i> .
SLA Summary Portlet	Displays a list of SLAs and their statuses, filtered by KPI, time interval, calendar, time period. For details, see “SLAs Summary Report” in <i>Using Service Level Management</i> .
SLM CI Impact Portlet	Displays the results for a CI across all SLAs in which the CI is defined, filtered by KPI, time interval, calendar, time period. For details, see “CI Impact Report” in <i>Using Service Level Management</i> .
SLM CI Status Portlet	Displays the results for a CI and its descendants. For details, see “CI Status Report” in <i>Using Service Level Management</i> .
SLM CI Summary Portlet	Displays a summary of all CIs for a specific SLA. For details, see “CI Summary Report” in <i>Using Service Level Management</i> .
SLM CIs Over Time Portlet	Displays CIs over a time period, for a selected SLA. For details, see “CIs Over Time Report” in <i>Using Service Level Management</i> .

Portlet Name	Description
SLM CIs Over Time vs. Target Portlet	Displays defined targets superimposed on the data of CIs for a selected SLA. For details, see “CI Over Time vs. Target Report” in <i>Using Service Level Management</i> .
SLM Outage Breakdown Portlet	Displays breakdown of all outages for selected CIs for one SLA, for specific calendar. For details, see “Outage Breakdown Report” in <i>Using Service Level Management</i> .
SLM Outage Summary Portlet	Displays the periods of time during which measurements (transaction, monitor, sample) failed, that is, did not meet criteria defined in the KPI's business rule. For details, see “Outage Summary Report” in <i>Using Service Level Management</i> .
SLM Outages Distribution Portlet	Displays a distribution of outages for selected CIs. For details, see “Outage Distribution Report” in <i>Using Service Level Management</i> .
SLM Time Range Comparison Portlet	Displays the status of four levels of CIs: a CI's status (can be an SLA) and the statuses of the CI's children, organized by time range, for a selected KPI and calendar. For details, see “Time Range Comparison Report” in <i>Using Service Level Management</i> .
Worst-Performing SLAs - Current Periods Portlet	Displays the latest status of the ten worst-performing SLAs. For details, see “Current Periods Pane” in <i>Using Service Level Management</i> .
Worst-Performing SLAs - Previous Periods Portlet	Displays the worst-performing SLAs for the past six months. For details, see “Status Snapshot Report” in <i>Using Service Level Management</i> .

SOA

Portlet Name	Description
Least Active Web Service/Operation	Displays the five Web services/operations that received the lowest number of calls (that is, were least used), during the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
Least Available Web Service/Operation	Displays the availability of the five Web services/operations with the lowest availability, during the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
Most Active Web Service/Operation	Displays the five Web services/operations with the highest number of calls, during the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
Slowest Web Service/Operation	Displays the five slowest Web services/operations in the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
SOA Consumer Summary	Displays specific metrics for all of the consumers accessing the selected Web services or operations in a selected view. For details, see “Consumer Summary Report” in <i>Solutions and Integrations</i> .
SOA Metrics Over Time	Displays the performance, over time, measuring access to selected Web services or operations, by a server, or a consumer. For details, see “Metrics Over Time Report” in <i>Solutions and Integrations</i> .
SOA Server Summary	Displays the health metrics for all of the servers on which the selected Web services or operations are running. For details, see “Server and Endpoint Summary Report” in <i>Solutions and Integrations</i> .
SOA Worst Consumers	Displays the successful and faulty calls of the worst five consumers accessing the selected Web services, operations, or servers. For details, see “Consumer Summary Report” in <i>Solutions and Integrations</i> .

Portlet Name	Description
SOA Worst Servers	Displays the successful and faulty calls of the worst five servers accessing by the selected Web services, operations, or consumer. For details, see “Server and Endpoint Summary Report” in <i>Solutions and Integrations</i> .
Web Service/Operation With Most SOAP Faults	Displays the five Web services/operations with the largest number of received SOAP faults, during the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
Web Service/Operation With Slowest Number of Calls	Displays the five Web services/operations with the highest number of slow calls, in the selected time frame of the report. For details, see “Top Metrics Report” in <i>Solutions and Integrations</i> .
Web Services/Operations Health Summary	Displays health metrics for the selected Web services, or operations in a selected view. For details, see “Health Report” in <i>Solutions and Integrations</i> .

System Availability Management

Portlet Name	Description
Cross-Performance Report	Displays infrastructure machine-related data, collected by the SiteScope data collector, from more than one SiteScope server filtered by monitored servers, monitor types, and measurements. For details, see “Cross-Performance Report” in <i>Using System Availability Management</i> .

My BSM Portlets User Interface

This section describes:

- Add Portlets to <page_name>/Add Portlets Dialog Box on page 53
- Business Process Diagram Portlet on page 55
- Discovery Job Errors Report Portlet on page 56
- Discovery Job Statistics Report Portlet on page 57
- Edit Preferences <portlet_name> Dialog Box on page 58
- Edit Preferences: Borderless Rich Text Portlet on page 75
- Edit Preferences: Open Query Report Portlet on page 95
- Edit Preferences: RSS Portlet on page 97
- Scorecard Portlet on page 99
- Status Snapshot Portlet on page 102

Add Portlets to <page_name>/Add Portlets Dialog Box

Description	<p>Enables you to add portlets to a page.</p> <p>To Access:</p> <ul style="list-style-type: none"> ➤ Select My BSM, display the page to which you want to add the portlet, and click Add Portlets to open the Add Portlets to Page dialog box. ➤ In My BSM Admin, in the Edit page dialog box, click Add Portlets.
Included in Tasks	<ul style="list-style-type: none"> ➤ “Add Portlets to a Page” on page 123 ➤ “Manage the Portlets in Your Portal” on page 175


Search for Portlets to Add Area

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
Category	Enter the portlet category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 38. Default: All.
Find Portlets	Click the Find Portlets button to list the portlets answering the query (and for which you have access rights).
Portlet Name	Enter the portlet name. Leave the boxes empty to find all portlets.

Select Portlets to Add Area

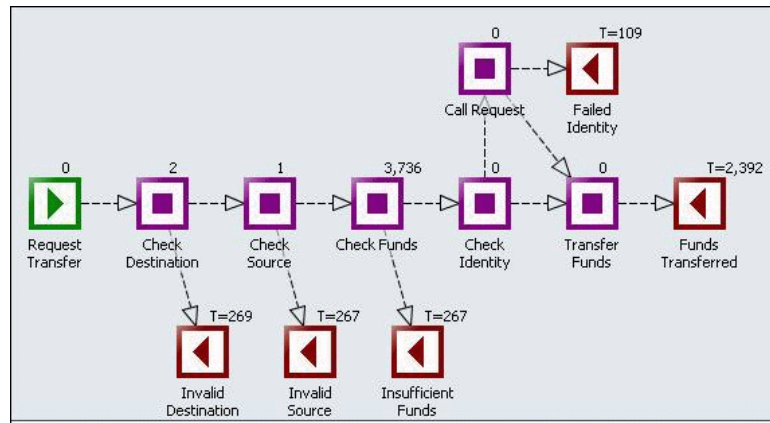
The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
	Click to access the online help for the corresponding report in the application.
<check box>	Click to select the portlet to be added to the page.
Add	Click to add the selected portlet to the page.
Category	The portlet category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 38. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.

GUI Element (A-Z)	Description
Description	The description of the portlet. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.
Find Portlets	Click to list the portlets answering the query (and for which you have access rights).
Portlet Name	The name of the portlet. Click the column header to display the sorting arrow. Click the arrow to sort the column in alphabetical order.

Business Process Diagram Portlet

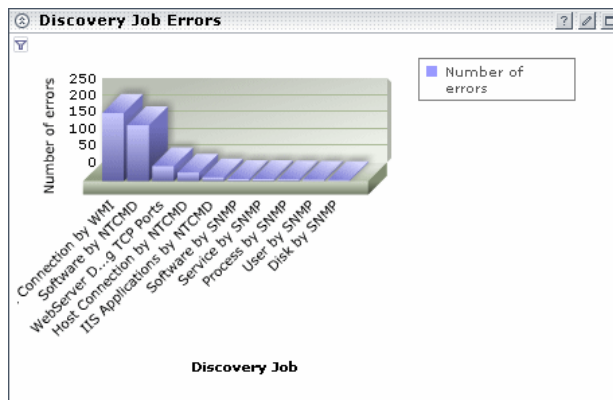
The following is an example of the Business Process Diagram portlet.



<p>Description</p>	<p>Displays the process diagram of a BPI business process that corresponds to the selected CI. The information is obtained from the Business Process Insight application. For more information about the different elements displayed in the portlet, see <i>Using Business Process Insight</i>.</p> <p>To Access: Add the portlet to a page.</p>
<p>Important Information</p>	<p>The Business Process Diagram portlet is included in the Business Process Insight category. Other portlets included in that category display Business Process Insight data in Dashboard reports.</p> <p>For additional information about viewing Business Process Insight data in HP Business Availability Center, see “View Data in the Flow Map” in <i>Using Dashboard</i>.</p>
<p>Included in Tasks</p>	<p>“Administrator Tasks – Workflow” on page 112</p> <p>“Personalize Your My BSM Portal – Workflow” on page 174</p>

Discovery Job Errors Report Portlet

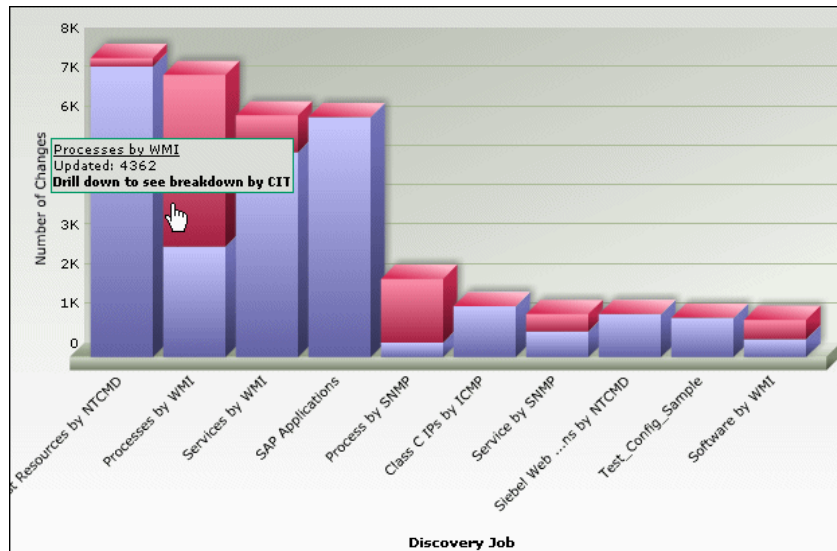
The following is an example of the Discovery Job Errors Report portlet.



Description	Enables you to view the ten discovery jobs that have the highest number of errors. To Access: Add the portlet to a page.
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Discovery Job Statistics Report Portlet

The following is an example of the Discovery Job Statistics Report portlet.



Description	Enables you to view statistics for the ten most active discovery jobs (that is, those with the most created, removed, or updated operations). To Access: Add the portlet to a page.
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Edit Preferences <portlet_name> Dialog Box

Description	Enables you to edit a portlet. To Access: Click the Edit button in the portlet frame.
Important Information	The page displays different elements depending on the selected portlet. For details, see below.
Included in Tasks	“Edit/Customize a Portlet” on page 123 “Manage the Portlets in Your Portal” on page 175

The following elements are included (unlabeled GUI elements are shown in angle brackets):

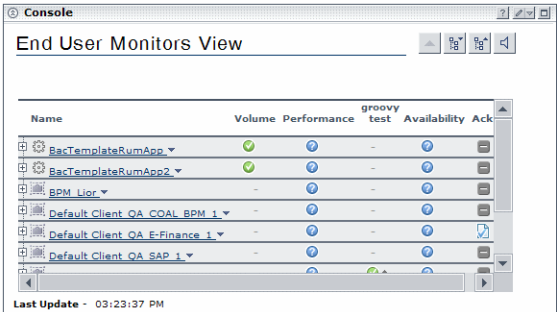
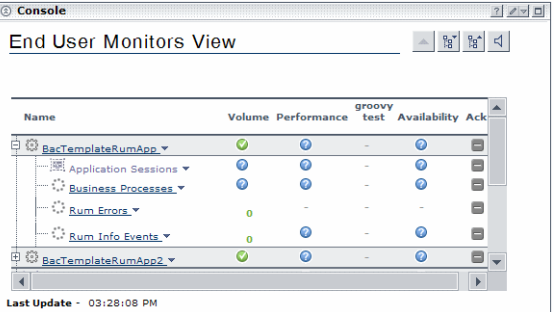
GUI Element (A-Z)	Description
<areas>	<p>The areas displayed in the page depend on the selected portlet. The areas are (listed alphabetically):</p> <ul style="list-style-type: none"> ▶ “Advanced Options Area” on page 59 ▶ “Advanced Settings Area” on page 62 ▶ “Filter Area” on page 63 ▶ “KPI Selection Area” on page 72 ▶ “View Selection Area” on page 99 <p>The dialog box displays other fields for the following portlets:</p> <ul style="list-style-type: none"> ▶ Borderless Rich Text portlet. For details, see “Edit Preferences: Borderless Rich Text Portlet” on page 75. ▶ Open Query Report portlet. For details, see “Edit Preferences: Open Query Report Portlet” on page 95. ▶ RSS portlet. For details, see “Edit Preferences: RSS Portlet” on page 97.
Change Title	Click to change the title of the portlet.
HTML	This field is displayed only for the HTML portlet. Displays the HTML code of the portlet contents.
Preview	Click to display a preview of the portlet with real data.

Advanced Options Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

Preference	Description
Active Filters	<p>Displayed for the Filters portlet.</p> <p>Select from the list to create filters that filter CIs, to focus on a specific view, on specific CI types or statuses, or on problematic areas. For an explanation of the filters, see “Defining/Editing Filters Dialog Box” in <i>Using Dashboard</i>.</p>
Map Style	<p>Choose the style of the map to be displayed. For details, see “Geographical Map Page” in <i>Using Dashboard</i>.</p>
Play Status Alert Sound	<p>When selected, a sound alert is played when the portlet is currently displayed and a CI’s KPI changes status to Critical (red). The Critical status icon flashes until the next screen refresh.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ If a CI in a hidden part of the view changes to Critical but does not change the status of any of the CIs in the currently displayed branches, no sound is played. ▶ The first time a view loads, no sound is played for the CI’s KPIs that are loaded at Critical status. <p>The alert sound is a .wav file downloaded by the browser.</p> <p>Note: If you are using Mozilla, you must download a plug-in for playing .wav files.</p> <p>For details, see “Change the Status Alert Sound – Optional” on page 116.</p>

Preference	Description
Portlet Height	<p>The height of the portlet in pixels.</p> <p>The value must be a positive number.</p> <p>If a maximal size is defined for the portlet and the value specified in Portlet Height is larger than the maximal size, the maximal size is used to display the portlet, but the value in Portlet Height remains as is.</p> <p>Default: 300 pixels.</p>
Refresh Rate	<p>Note: This is displayed only for the Scorecard portlet.</p> <p>Select: 10, 20, 30, 40, 50, or 60 minutes.</p> <p>Default: 20</p>
Select tab	<p>Select the tab you want to display in the portlet.</p> <p>This option is available only for the Console portlet.</p>
Show Acknowledgement	<p>When selected, My BSM displays the acknowledgement icon in the portlet. For details, see “Acknowledging Performance Problems Overview” in <i>Using Dashboard</i>.</p>
Show only the selected subtree	<p>Displayed for the Top View portlet.</p> <p>Select the check box to display the CI and its subtree. Clear the check box to display all CIs included in the view. The selected CI is marked.</p>
Time Range	<p>Note: This is displayed only for the Scorecard portlet.</p> <p>Select: Past Hour, Past Day, Past Week, Past Month, or Past Quarter.</p> <p>Default: Past Week</p>

Preference	Description
<p>Tree Mode initial state</p>	<p>This option is available only for the Console portlets. Select one of the following options:</p> <ul style="list-style-type: none"> <p>► Collapsed. Select to display the portlet with all the subtrees collapsed. For example:</p>  <p>► Expanded. Select to display the portlet with all the subtrees expanded. For example:</p>  <p>For additional information about the Console page, see “Hierarchy Tab” in <i>Using Dashboard</i>.</p>

Advanced Settings Area

The area includes a subset of the following elements:

GUI Element (A-Z)	Description
Breakdown with pie chart	Select to display the portlet information in pie chart format.
Breakdown with pie chart and table	Select to display the portlet information in pie chart and table formats.
Breakdown with table	Select to display the portlet information in table format.
Graph	Select to display the portlet information in chart format.
Refresh rate	Choose how often to update the report: never (No Refresh), hourly (1 Hour), or every two hours (2 Hours).
Show only the selected subtree	Select the check box to display the CI and its subtree. Clear the check box to display all CIs included in the view. The selected CI is marked.
Table	Select to display the portlet information in table format.
View as Graph	Select to display the portlet in graph format.
View as Table	Select to display the portlet in table format.

Filter Area

<p>Important Information</p>	<p>The Filter area is displayed for some of the portlets. It includes different elements depending on the portlet.</p> <p>For details about the Filter area for:</p> <ul style="list-style-type: none"> ▶ Alert portlets, see “Filter for the Alert Category Portlets” on page 64. ▶ CMDB portlets, see “Filter for the CMDB Category Portlets” on page 64. ▶ Dashboard portlets, see “Filter for the Dashboard Category Portlets” on page 65. ▶ End User Management portlets, see “Filter for the End User Management Category Portlets” on page 66. ▶ HP Business Process Insight portlets, see “Filter for the Business Process Insight Category Portlets” on page 66. ▶ HP TransactionVision portlets, see “Filter for the TransactionVision Category Portlets” on page 68. ▶ Report Builders portlets: <ul style="list-style-type: none"> ▶ The Service Report portlet, click Launch Service Report Builder to open the Service Report Builder wizard. For details, see “Service Report Builder Wizard” in <i>Reports</i>. ▶ The Open Report portlet, the filter is different from other portlet’s filter. For details, see “Edit Preferences: Open Query Report Portlet” on page 95. ▶ SLM portlets, see “Filter for the SLM Category Portlets” on page 69. ▶ SOA portlets, see “Filter for the SOA Category Portlets” on page 71. ▶ System Availability Management portlets, see “Filter for the System Availability Management Category Portlets” on page 72.
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Filter for the Alert Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Alerts	Click to open the Alerts dialog box where you can select the alerts that you want to use to filter the data displayed in the portlet.
Profile	Click to open the Profile dialog box where you can select the profile that you want to use to filter the data displayed in the portlet.
Severity	Click to open the Severity dialog box where you can select the severities that you want to use to filter the data displayed in the portlet.

Filter for the CMDB Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Country State City	Enter the geographical location that you want to use to filter the data displayed by the portlet. These fields are displayed in the Filter area when you select By location in the <filter>. This option is displayed only when you select the Host O/S Breakdown Portlet.
Filter	Select to filter the data displayed in the portlet By location or By subnet .

Filter for the Dashboard Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Configuration Items	Displayed for some of the Dashboard portlets. Displays a subset of the CIs you can select to display in the portlet. For details, see “Configuration Items Dialog Box” in <i>Using Dashboard</i> .
KPIs	Displayed for some of the Dashboard portlets. Select a subset of the KPIs attached to the CIs you selected. For details, see “KPIs Dialog Box” in <i>Using Dashboard</i> .
Report Type	Select Statuses or Values to display the KPIs Over Time report with value data or with status data. For details, see “KPIs Over Time Report” on page 277.
Statuses	Displayed for some of the Dashboard portlets. Select a subset of the statuses of the selected KPIs. For details, see “Statuses Dialog Box” in <i>Using Dashboard</i> .

Filter for the End User Management Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Active Filters	Use the filter definition to filter the data displayed in the portlet. For additional details about End User Management portlets, see the list of portlets in “End User Management” on page 42.
Applications	Select the applications you want to use to filter the data displayed in the portlet. For additional details, see the list of portlets in “End User Management” on page 42.
Profile	Click to open the Profile dialog box where you can select the profiles you want to use to filter the data displayed in the portlet.
Restore Default Settings	Click the link to restore the default settings of the portlet. For additional details, see the list of portlets in “End User Management” on page 42.

Filter for the Business Process Insight Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
<view>	Select the view and the CIs you want to use to filter the data displayed in the portlet.

GUI Element (A-Z)	Description
BPI Monitors	Click to open the BPI Monitors dialog box where you can select the view and the BPI Monitor CIs you want to use to filter the data displayed in the portlet.
Business Processes	<p>Displayed for the Business Process Insight portlets.</p> <p>Click to open the Business Process dialog box where you select a view and the view's CIs you want to use to filter the data displayed in the portlet.</p> <p>For details about the portlets, see "HP Business Process Insight Reports Portlets" on page 47.</p>
Show	<p>Select Value, Count, or Both to filter the data displayed in the portlet by the average/minimum/maximum/weighted value or duration of the selected CI over time.</p> <p>For details about the portlets, see "HP Business Process Insight Reports Portlets" on page 47.</p>
Steps	Click to open the Steps dialog box where you can select the business steps you want to use to filter the data displayed in the portlet.

Filter for the TransactionVision Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	<p>Select the option to view aggregated data in the report.</p> <p>For details, see “Common Report Elements” in <i>Reports</i>.</p>
<p>Available measurements (maximum of 2)</p>	<p>Select a maximum of two options in the following list to filter the data displayed in the portlet:</p> <ul style="list-style-type: none"> ➤ Total transactions ➤ Average backlog ➤ Average End-to-End duration ➤ Average End User duration ➤ Average Backend duration <p>These options are available only for the Business Transaction Over Time report. For details, see “Transaction Over Time Report” in <i>Using Dashboard</i>.</p>
Business Transactions	<p>Displayed for the TransactionVision portlets.</p> <p>Click to select the CIs you want to use to filter the data displayed in the portlet.</p> <p>For details about the portlets, see “HP TransactionVision Reports Portlets” on page 48.</p>
Show	<p>Select Value, Count, or Both to filter the data displayed in the portlet by the average/minimum/maximum/weighted value or duration of the selected CI over time.</p> <p>For details about the portlets, see “HP TransactionVision Reports Portlets” on page 48.</p>

Filter for the SLM Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Advanced Options	Displayed for Service Level Management portlets. Displays a subset of the description options that you want to add to reports to appear below the report data. Select the required options and click OK to save the changes. The link is available only for Service Level Management portlets. For details on the available options, see “Advanced Options Dialog Box” in <i>Using Service Level Management</i> .
Base Forecasting On	Select the time period to be used as the base calculation period for the forecast calculation. The available options are determined by the tracking periods defined for the included agreements (excluding hour or the current day).
Calendar	Select the appropriate calendar. For details, see “Calendars - Overview” in <i>Using Service Level Management</i> .
Categories	Displays the names of the outage categories selected for inclusion in the report. For details, see “Outage Breakdown Report” in <i>Using Service Level Management</i> .
CIs	Click to display the CIs dialog box where you can select the CIs that you want to use to filter the portlet.

GUI Element (A-Z)	Description
Give Forecasting For	<p>Select the time period that you want the forecast to cover. The current status is calculated for the same tracking period to-date. For example, selecting End of Quarter gives a forecast for the end of the current quarter, and current status for the current quarter-to-date.</p> <p>The available options are determined by the tracking periods defined for the included agreements (excluding hour and day).</p>
Grouping	<p>Select how to group the information in the portlet: CIs, Categories, or Both. For details, see “Outage Breakdown Report” in <i>Using Service Level Management</i>.</p>
KPIs	<p>Click to display the KPI dialog box where you can select the KPIs, among all the KPIs attached to the CIs you selected, that you want to use to filter the portlet.</p>
Maximum number of displayed SLAs	<p>Select the maximum number of SLAs you want to display in the portlet.</p>
Primary Grouping Secondary Grouping	<p>Select the first and second level column headers to be used for presenting data in the report. For details on this topic, see “Primary Grouping/Secondary Grouping” in <i>Using Service Level Management</i>.</p>
SLAs	<p>Click the link to open the SLAs dialog box where you can select the SLAs that you want to use to filter the portlet. For details, see “SLAs Dialog Box” in <i>Using Service Level Management</i>.</p>
Sort by	<p>Select to sort the information displayed in the portlet by Worst performing or Best performing SLA.</p>
Time Ranges	<p>Click the link to open the Time Ranges dialog box where you can select the time range used to display the portlet. For details, see “Time Range Comparison Report” in <i>Using Service Level Management</i>.</p>

Filter for the SOA Category Portlets

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Active Filter	Select one of the options to filter the data displayed in the portlet. For details, see “Active Filter Dialog Box” in <i>Solutions and Integrations</i> .
Data Type	Select one of the following: <ul style="list-style-type: none"> ▶ Real. To display data from the Diagnostics data collector. ▶ Synthetic. To display data from the SiteScope and Business Process monitors.
Report Granularity	Select: <ul style="list-style-type: none"> ▶ Web services to display the top metrics information for the selected Web services. ▶ Operations to display the top metrics information for the selected operations. ▶ Servers. To display the Server and Endpoint Summary report with information about the servers. ▶ Endpoints. To display the Server and Endpoint Summary report with information about the endpoints.

Filter for the System Availability Management Category Portlets


The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Every	Select the granularity of the portlet. For details, see “Cross-Performance Report” in <i>Using System Availability Management</i> .
Raw Data	Select to display raw data in the portlet.
Select Measurements	Click to open the Select Measurements dialog box and filter the data you want to include in the report. For details, see “Select Measurements Dialog Box” in <i>Using System Availability Management</i> . Note: You cannot create a report if you have not selected at least one measurement.

KPI Selection Area

Important Information	<p>The KPIs are listed according to the following logic:</p> <ul style="list-style-type: none"> ▶ The first three KPIs in the list are: Availability, Performance, and System. ▶ The other KPIs are separated by a blank row from the first three KPIs. Those KPIs are listed in alphabetical order. <p>By default, all the KPIs are selected.</p>
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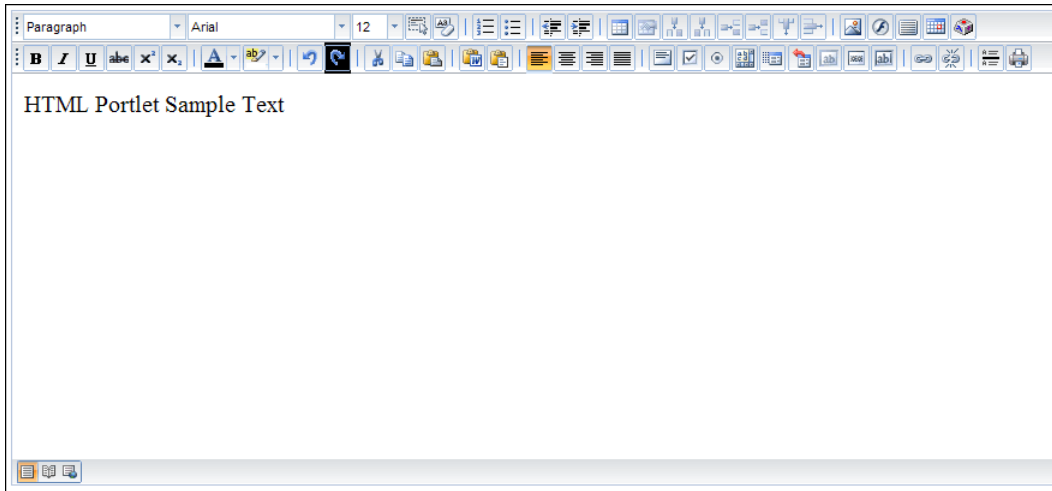
The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Move the cursor above the icon to display a tooltip that indicates how to change the business/operations mode of the KPI. For details, see “KPIs for User Modes” in <i>Using Dashboard</i> .
Business	A star in the column indicates that the corresponding KPI has been defined as a Business KPI or as a Business and Operations KPI. For details, see “KPIs for User Modes” in <i>Using Dashboard</i> .
Include in CI Status	<p>Clear the option to ensure that the KPI is displayed in the portlet and in the tooltips, but that it is not included in the CIs generic status when the CI status is calculated by including all the CI’s KPIs (like in Top View, Custom Map, and Geographical Map portlets).</p> <p>Default value: The option is selected.</p> <p>Note: The Include in CI Status option is automatically cleared when the Include in Portlet option is cleared.</p> <p>Note: In My BSM, each KPI that was assigned the Include in CI Status option in the KPIs page in Dashboard Admin is assigned the Include in CI Status option. You can deselect the Include in CI Status option for additional KPIs. You cannot select the Include in CI Status option for KPIs whose Include in CI Status option in the KPIs page is cleared in Dashboard Admin. For details, see “KPIs Page” in <i>Using Dashboard</i>.</p>

GUI Element (A-Z)	Description
Include in Portlet	<p>Clear the option to ensure that the KPI is not displayed in the portlet and in the tooltips, and that it is not included in the CIs generic status when the CI status is calculated by including all the CI's KPIs (like in Top View, Custom Map, and Geographical Map portlets). Select to include the KPI in the portlet display.</p> <p>Note: In My BSM, each KPI that was assigned the Include in View option in the KPIs page in Dashboard Admin is assigned the Include in portlet option. You can deselect the Include in portlet option for additional KPIs. You cannot select the Include in portlet option for KPIs whose Include in View option in the KPIs page is cleared in Dashboard Admin. For details, see “KPIs Page” in <i>Using Dashboard</i>.</p>
KPI	<p>Use this area to select the KPIs you want to display in the portlet. The listed KPIs correspond to the view and the view's CIs that you selected in the View Selection area.</p>
Operation	<p>A star in the column indicates that the corresponding KPI has been defined as an Operations KPI or as a Business and Operations KPI. For details, see “KPIs for User Modes” in <i>Using Dashboard</i>.</p>

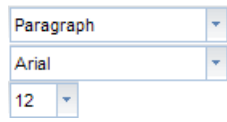






Edit Preferences: Borderless Rich Text Portlet









The following is an example of a Borderless Rich Text portlet.





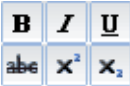








Description	Enables you to create the portlet customized contents such as forms, iFrames, formatted text, images, your company's logo, and so on. To Access: Add the portlet to a page and edit it.
Important Information	In My BSM dashboard, the portlet appears without borders and header bar. To view the header bar, move the cursor above the top of the portlet. Limitations: If you work with the Firefox browser and you add Flash content to the portlet, you might experience some problems such as portlet bar menus being hidden by the portlet box.
Included in Tasks	"Administrator Tasks – Workflow" on page 112 "Personalize Your My BSM Portal – Workflow" on page 174



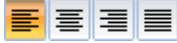


The following elements are included (unlabeled GUI elements are shown in angle brackets>):






GUI Element (A-Z)	Description
	<p>Select text and select the tag, font, and font size you want to use to format the selected text.</p>
	<p>Click the Select the entire document button to select all the portlet's contents.</p>
	<p>Select text formatted using the bold, italics, or underscore character formats, and click the Clear Formatting button to reset the formatting of the text to its default (plain).</p>
	<p>Select formatted text and click the Start a numbered list button to add sequential numbers to the selected paragraphs.</p> <p>Note: This button assigns numbers to any type of tag.</p>
	<p>Select formatted text and click the Start a bulleted list button to add bullets to the selected paragraphs.</p> <p>Note: This button assigns bullets to any type of paragraph tag.</p>
	<p>Select formatted text and click the Decrease/Increase indent level of the paragraph button to increase or decrease the indentation of the selected text.</p> <p>Note: These buttons increase/decrease the indents of any type of paragraph tag.</p>
	<p>Set the cursor where you want to create a table in the body of the portlet and click the Insert a table button. The Edit Table dialog box opens, where you specify the characteristics of the table you want to create. For details, see "Edit Table Dialog Box" on page 83.</p> <p>Note: To delete a table, select the table and click the DELETE key.</p>








GUI Element (A-Z)	Description
	<p>Click anywhere in an existing table and click the Edit the properties of the selected table button to edit the table. The Edit Table dialog box opens, where you specify the characteristics of the table you want to edit. For details, see “Edit Table Dialog Box” on page 83.</p> <p>Note: To delete a table, select the table and click the DELETE key.</p>
	<p>Select a column in a table and click the Insert a column to the left of the current column button to add a column to the left of the selected column.</p>
	<p>Select a column in a table and click the Insert a column to the right of the current column button to add a column to the right of the selected column.</p>
	<p>Select a row in a table and click the Insert a row above the current row button to add a row above the selected row.</p>
	<p>Select a row in a table and click the Insert a row under the current row button to add a row under the selected row.</p>
	<p>Select a column in a table and click the Delete the current table column button to remove the selected column.</p>
	<p>Select a row in a table and click the Delete the current table row button to remove the selected row.</p>
	<p>Set the cursor in the appropriate location in the portlet body or select an existing image and click the Insert/Edit an Image button to insert an image or to edit the existing image. The Insert Image dialog box opens, where you specify the characteristics of the image you want to create/edit. For details, see “Insert/Edit Image Dialog Box” on page 84.</p>



GUI Element (A-Z)	Description
	<p>Set the cursor in the appropriate location in the portlet body or select an existing Flash component and click the Insert/Edit a Flash file button to insert a Flash component or to edit an existing Flash component. The Insert Flash dialog box opens, where you specify the characteristics of the Flash component you want to create/edit. For details, see “Insert Flash Dialog Box” on page 85.</p>
	<p>Set the cursor in the appropriate location in the portlet body or select an existing iFrame component and click the Insert/Edit an IFRAME button to insert an iFrame component or to edit an existing iFrame component. The Insert iFrame dialog box opens, where you specify the characteristics of the iFrame component you want to create/edit. For details, see “Insert iFrame Dialog Box” on page 86.</p>
	<p>Set the cursor in the appropriate location in the portlet body and click the Insert current date/time button to insert the current date and time with the following structure: <i>Wednesday 6, August 2008 at 13:43:30</i>. The date and time are formatted according to the tag of the paragraph where you have inserted them.</p> <p>To delete the date/time object, highlight it and press Delete.</p>
	<p>Set the cursor in the appropriate location in the portlet body and click the Insert a special character button to select a special character to be inserted in the portlet text. The Insert character dialog box opens, where you select the special character you want to insert. For details, see “Insert Character Dialog Box” on page 87.</p>
	<p>Select the characters you want to format and click the appropriate button to bold, italicize, underscore, cross-out, superscript or subscript the selected characters.</p>

GUI Element (A-Z)	Description
	<p>Select text and click the Change the text color button to open the Theme Colors window, where you select the color you want to assign to the selected text.</p> 
	<p>Select text and click the Highlight the selected text button to open the Theme Colors window, where you select the color with which you want to highlight the selected text.</p> 
	<p>Click the Undo/Redo the last action button to undo/redo the last action.</p>
	<p>Use the buttons to perform the following actions:</p> <ul style="list-style-type: none"> ➤ Select part of the portlet contents and click the appropriate buttons to: <ul style="list-style-type: none"> ➤ Cut the selected contents and put them in the Clipboard. ➤ Copy the selected contents and put them in the Clipboard. ➤ Set the cursor in the appropriate location and click the button to paste the contents of the Clipboard at the specified location.



GUI Element (A-Z)	Description
	<p>Select text from a Microsoft Word document, select the appropriate location in the portlet, and click the Paste content from Microsoft Word button. The Paste As Text dialog box opens, where you paste the text from the Microsoft Word document. For details, see “Paste As Text Dialog Box” on page 87.</p> <p>Note: This feature removes any HTML tags that a regular paste does not remove from the selected Microsoft Word document.</p>
	<p>Select text formatted in HTML in a browser, select the appropriate location in the portlet, and click the Paste HTML content as text button to paste only the text without the HTML tags. The Paste As Text dialog box opens, where you paste the HTML text. For details, see “Paste As Text Dialog Box” on page 87.</p>
	<p>Select text and click the appropriate button to – from left to right – left-align, center, right-align or justify the text .</p> <p>Note: If you start typing new text, it uses the currently selected alignment.</p>
	<p>Click the Insert/Edit a form button to insert a pre-defined form. The Insert Form dialog box opens.</p> <p>To edit an existing form, select it and click the button. The Edit Form dialog box opens.</p> <p>For details, see “Insert/Edit Form Dialog Box” on page 87.</p>
	<p>Click the Insert/Edit a checkbox button to insert a checkbox at the location. The Insert Checkbox dialog box opens.</p> <p>To edit an existing checkbox, select it and click the button. The Edit Checkbox dialog box opens.</p> <p>For details, see “Insert/Edit Checkbox Dialog Box” on page 90.</p>

GUI Element (A-Z)	Description
	<p>Click the Insert/Edit a radio button to insert a radio button. The Insert Radio Button dialog box opens.</p> <p>To edit an existing radio button, select it and click the button. The Edit Radio Button dialog box opens.</p> <p>For details, see “Insert/Edit Radio Button Dialog Box” on page 90.</p>
	<p>Click the Insert/Edit text area button to insert a text area. The Insert Text Area dialog box opens.</p> <p>To edit an existing text area, select it and click the button. The Edit Text Area dialog box opens.</p> <p>For details, see “Insert/Edit Text Area Dialog Box” on page 91.</p>
	<p>Click the Insert/Edit a submit button to insert a Submit button. The Insert Submit Button dialog box opens.</p> <p>To edit an existing Submit button, select it and click the button. The Edit Submit Button dialog box opens.</p> <p>For details, see “Insert/Edit Submit Button Dialog Box” on page 91.</p>
	<p>Click the Insert/Edit a reset button to insert or edit a Reset button. The Insert Reset Button dialog box opens.</p> <p>To edit an existing Reset button, select it and click the button. The Edit Reset Button dialog box opens.</p> <p>For details, see “Insert/Edit Reset Button Dialog Box” on page 92.</p>
	<p>Click the Insert/Edit a hidden field button to insert or edit a hidden input field. The Insert Hidden Input Field dialog box opens.</p> <p>To edit an existing hidden input field, select it and click the button. The Edit Hidden Input Field dialog box opens.</p> <p>For details, see “Insert/Edit Hidden Input Field Dialog Box” on page 92.</p>

GUI Element (A-Z)	Description
	<p>Click the Insert/Edit a password field button to insert or edit a password field. The Insert Password Field dialog box opens.</p> <p>To edit an existing password field, select it and click the button. The Edit Password Field dialog box opens.</p> <p>For details, see “Insert/Edit Password Field Dialog Box” on page 93.</p>
	<p>Click the Insert/Edit a text field button to insert or edit a text field. The Insert Input Field dialog box opens.</p> <p>To edit an existing password field, select it and click the button. The Edit Input Field dialog box opens.</p> <p>For details, see “Insert/Edit Input Field Dialog Box” on page 93.</p>
	<p>To add a URL link, type the text you want to use as a link, highlight it and click the Insert a hyperlink button. The Insert Link dialog box opens where you specify the link characteristics.</p> <p>To edit an existing link, select it and click the button. The Edit Link dialog box opens. For details, see “Insert/Edit Link Dialog Box” on page 94.</p>
	<p>To remove a URL link, select the text of the URL link, and click the Remove selected hyperlink button. The text remains in the portlet but the URL link is removed.</p>
	<p>To add a horizontal line above a specific paragraph or component of the portlet, set the cursor at the beginning of the paragraph or component and click the Insert horizontal line button.</p>
	<p>To print the contents of the portlet, click the Print the current document button to open the printer dialog box and select the appropriate printing options.</p>
	<p>To return to the design mode of the portlet, click the Switch to design mode button after clicking one of the buttons below. All the toolbars are redisplayed.</p>

GUI Element (A-Z)	Description
	To view the HTML code of the contents of the portlet, click the Switch to code view button.
	To display a preview of the portlet, click the Switch to preview mode button. The toolbars disappear and the portlet is displayed as it would be in the My BSM dashboard.

Edit Table Dialog Box



Description	<p>Enables you to create a table inside the Borderless Rich Text portlet.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ Set the cursor in the location where you want to insert the table, and click the Insert a table button  in the Borderless Rich Text portlet. ▶ To edit a table, press CTRL and click on the outside envelope of the table and click the Edit a table button .
Important Information	To delete a table, press CTRL and click on the outside envelope of the table, and press DELETE.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Alignment	Select between Default , Left , Center , or Right to specify the alignment of the text in the cells.
Border	The width of the cell borders.
Cell padding	The width of the space between the text and the cell walls.
Cell spacing	The width of the space between horizontal cells and between vertical cells.

GUI Element (A-Z)	Description
Columns	Select the number of columns of the table you want to create.
Insert	Click to insert the table in the portlet.
Rows	Select the number of rows of the table you want to create.
Width	The width of the table. The way the value is used to create the table depends on the Width Type you have selected.
Width type	Select % or pixels to indicate how to use the value specified in the Width box to create the table.



Insert/Edit Image Dialog Box

Description	<p>Enables you to insert an image inside the Borderless Rich Text portlet.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ Set the cursor in the location where you want to insert the image, and click the Insert/Edit an image button  in the Borderless Rich Text portlet. ▶ To edit an image, click on the image and click the Insert/Edit an image button .
Important Information	To delete an image, click the image and press the DELETE button.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Alignment	The alignment of the picture with the surrounding text. Select from Baseline , Top , Middle , Bottom , TextTop , Absolute Middle , Absolute Bottom , Left , or Right .
Border	The width of the border around the picture. 0 or nothing means there is no border.
Description	A short description of the image.
Horizontal spacing	The width of the empty space on both sides of the picture.
Image URL	The URL of the image.
Insert	Click to insert the image in the portlet.
Vertical spacing	The width of the empty space above and below the picture.



Insert Flash Dialog Box

Description	<p>Enables you to insert a Flash object inside the Borderless Rich Text portlet.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ Set the cursor in the location where you want to insert the Flash object, and click the Insert/Edit a Flash file button . ▶ To edit a Flash object, click on the object and click the Insert/Edit a Flash file button .
Important Information	<p>You must have installed Flash to use this capability.</p> <p>To delete a Flash object, click the object and press the DELETE button.</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Height	The height of the Flash component in the portlet.
Insert	Click to insert the Flash component in the portlet.
URL	The URL of the Flash file.
Width	The width of the Flash component in the portlet.


Insert iFrame Dialog Box

Description	<p>Enables you to insert an iFrame object in the Borderless Rich Text portlet.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ Set the cursor in the location where you want to insert the iFrame object, and click the Insert/Edit an iFrame button . ▶ To edit an iFrame object, click on the object and click the Insert/Edit an iFrame button .
Important Information	To delete an iFrame object, click the iFrame object and press the DELETE button.


The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Height	The height of the iFrame object in the portlet.
Insert	Click to insert the iFrame object in the portlet.
URL	The URL of the iFrame object.
Width	The width of the iFrame object in the portlet.

Insert Character Dialog Box

Description	Enables you to insert a special character at the selected location in the portlet. To Access: Click the Insert a special character button  in the Borderless Rich Text portlet.
Important Information	Click the appropriate character and click the Insert Character button.


Paste As Text Dialog Box

Description	Enables you to insert formatted text from a Microsoft Word document inside the portlet To Access: Click the Paste content from Microsoft Word button  in the Borderless Rich Text portlet.
Important Information	This feature removes any HTML tags that a regular paste does not remove from the selected Microsoft Word document.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Paste	Click the Paste button to paste the text at the selected location in the portlet.
Paste Into Box Below	Copy the formatted text you want to insert in the portlet, from a Microsoft Word document, and paste it in the Paste As Text box.

Insert/Edit Form Dialog Box


Description	Enables you to insert a pre-defined form inside the portlet. To Access: Click the Insert/Edit a form button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the form at the appropriate location in the portlet.
Method	<p>Select one of the following methods:</p> <ul style="list-style-type: none"> ▶ GET. This method sends the form contents in the URL: URL?name=value&name=value. Note: If the form values contains non-ASCII characters or exceeds 100 characters you MUST use the post method. ▶ POST. This method sends the form contents in the body of the request. Note: Most browsers are unable to bookmark post requests.
Target	<p>Select one of the following targets:</p> <ul style="list-style-type: none"> ▶ _blank. the target URL opens in a new window. ▶ _parent. the target URL opens in the parent frameset. ▶ _self. The target URL opens in the same frame as it was clicked. ▶ _top. The target URL opens in the full body of the window

GUI Element (A-Z)	Description
Type	<p>Select one of the following types:</p> <ul style="list-style-type: none"> ▶ application/x-www-form-urlencoded. This is the default. Forms submitted with this content type must be encoded as follows: <ul style="list-style-type: none"> ▶ Control names and values are escaped. ▶ Space characters are replaced by +. Reserved characters are escaped as described in [RFC1738], section 2.2. ▶ Non-alphanumeric characters are replaced by %HH, a percent sign and two hexadecimal digits representing the ASCII code of the character. ▶ Line breaks are represented as CR LF pairs (for example: %0D%0A). ▶ multipart/form-data. Forms submitted with this content type must be encoded as follows: <ul style="list-style-type: none"> ▶ The control names/values are listed in the order they appear in the document. ▶ The name is separated from the value by =. ▶ Name/value pairs are separated from each other by &. <p>Note:</p> <ul style="list-style-type: none"> ▶ The content type application/x-www-form-urlencoded is inefficient for sending large quantities of binary data or text containing non-ASCII characters. ▶ You should use the content type multipart/form-data to submit forms that contain files, non-ASCII data, and binary data. ▶ You can use both methods to submit forms that include ASCII characters, but if you want to send non-ASCII symbols, you must select the multipart/form-data method.
URL	The URL of the pre-defined form.


Insert/Edit Checkbox Dialog Box

Description	Enables you to insert a checkbox inside the portlet. To Access: Click the Insert/Edit a checkbox button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Checked Value	The value of the checkbox.
Initial State	Select the initial state of the checkbox: checked or unchecked .
Insert	Click to insert the checkbox at the appropriate location in the portlet.
Name	The name of the checkbox.


Insert/Edit Radio Button Dialog Box

Description	Enables you to insert a radio button inside the portlet. To Access: Click the Insert/Edit radio button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Checked Value	The default value of the radio button.
Initial State	Select the initial state of the radio button: checked or unchecked .
Insert	Click to insert the radio button at the appropriate location in the portlet.
Name	The name of the radio button.


Insert/Edit Text Area Dialog Box

Description	Enables you to insert a text area inside the portlet. To Access: Click the Insert/Edit text area button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Name	The name of the text area.
Value	The contents of the text area, by default.


Insert/Edit Submit Button Dialog Box

Description	Enables you to insert a Submit button inside the portlet. To Access: Click the Insert/Edit a submit button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the Submit button at the selected location in the portlet.
Name	The name of the button.
Value	The text that appears on the button (for example: Submit).


Insert/Edit Reset Button Dialog Box

Description	Enables you to insert a Reset button inside the portlet. To Access: Click the Insert/Edit a reset button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the Reset button at the selected location in the portlet.
Name	The name of the button.
Value	The text that appears on the button (for example: Reset).


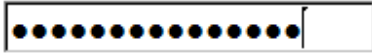
Insert/Edit Hidden Input Field Dialog Box

Description	Enables you to insert a hidden field inside the portlet. To Access: Click the Insert/Edit a hidden field button  in the Borderless Rich Text portlet.
Important Information	The field appears in design mode, is empty in preview mode, and is hidden in published mode.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the hidden input field at the selected location in the portlet.
Name	The name of the field.
Value	The text that appears in the field.


Insert/Edit Password Field Dialog Box

Description	<p>Enables you to insert a password field inside the portlet.</p> <p>To Access: Click the Insert/Edit a password field button  in the Borderless Rich Text portlet.</p>
Important Information	<p>In publish mode, when you type in the field, the characters are replaced with dots as you type.</p> 

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the password field at the selected location in the portlet.
Name	The name of the password field.


Insert/Edit Input Field Dialog Box

Description	<p>Enables you to insert an input field inside the portlet.</p> <p>To Access: Click the Insert/Edit a text field button  in the Borderless Rich Text portlet.</p>
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the input field at the selected location in the portlet.
Name	The name of the text field.
Value	The value displayed in the field, by default.

Insert/Edit Link Dialog Box

Description	Enables you to insert a hyperlink inside the portlet. To Access: Click the Insert a hyperlink button  in the Borderless Rich Text portlet.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Insert	Click to insert the link at the selected location in the portlet.
Target	Select one of the following targets: <ul style="list-style-type: none"> ▶ _blank to replace the contents of the portlet with the URL page. ▶ _parent to open the URL page in a separate window. ▶ _self to replace the My BSM page with the URL page. The URL Page has no headers. HP Business Availability Center login page is still displayed. Click the Back button to return to the My BSM page. ▶ _top to replace the My BSM page with the URL page. The URL Page has no headers. HP Business Availability Center login page is not displayed. Click the Back button to return to the My BSM page.
URL	The URL that opens when you click the link.

Edit Preferences: Open Query Report Portlet

Description	<p>Specifies how to displays an Open Query Report portlet.</p> <p>The Open Query report displays a table of data retrieved from the database, answering to a Generic Reporting Engine API query. For details, see “Custom Query Builder Page” in <i>Reports</i>.</p> <p>To Access: Add the Open Query Report portlet to a page and edit it.</p>
Important Information	For additional details about the fields, see “Custom Query Builder Page” in <i>Reports</i> .

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Time Range and Granularity Bar>	Select the option to view aggregated data in the report. For details, see “Common Report Elements” in <i>Reports</i> .
Add	Click Add to display the Fields to return area. For details see below.
Alias name	Modify the alias name for the selected field, if required.
Clear Filter	Click to clear the filter displayed in the Filter box.
Field Name	Select the name of a field you want to use in the Open Query report. The list of fields depends on the sample you selected.
Filter	Displays the filter you build with the Filter Builder.
Filter Builder	Click the Filter Builder button to open the Filter dialog box where you define the filter. For details, see “Filter Dialog Box” on page 301.
Function	Select the name of a function you want to use in the Open Query report. The list of functions depends on the sample you selected.

GUI Element (A-Z)	Description
Host	Enter the name of the proxy or gateway server.
Maximum number of items to display	Enter the number of items in an RSS feed to display in the portlet. For example, 5 means that My BSM displays the first 5 entries in a feed from a particular source. If you leave this field empty, My BSM displays all items in a feed.
Port	Enter the number of the port used by the proxy or gateway server to receive requests. Default value: 80
Protocol	Enter the protocol used to send requests to the proxy or gateway server. Default value: http
Refresh rate	Select the refresh rate, in minutes, from the list. Select No Refresh to manually refresh the RSS feed display.
Return data per specified granularity	Select if you want returned data grouped according to a specific granularity setting (for example, if you want data for the past day grouped per hour), and specify a granularity setting. For details, see “Custom Query Builder Page” in <i>Reports</i> .
RSS URL	Enter the full URL that returns an XML file in RSS format.
Sample Type	Select the sample you want to use in the portlet. For a description of the available sample types, see “Data Samples” in <i>Reference Information</i> .
Use proxy	Select to specify the proxy or gateway server used to access the RSS feed.

Fields to return Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

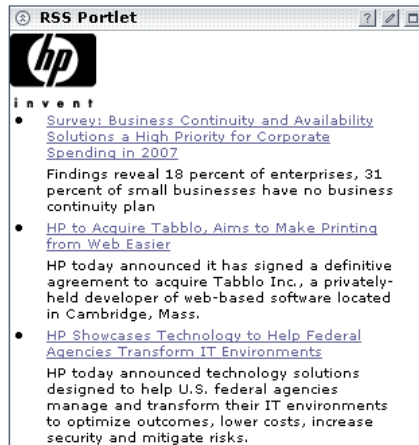
GUI Element (A-Z)	Description
Edit Presentation	Click to select the portlet display format. For details, see “Presentation Settings Wizard” in <i>Reports</i> .
Field Alias	Lists the field alias you selected.
Field Formula	Lists the formula used to calculate the field alias.

Advanced Settings Area

For details, see “Advanced Settings Area” on page 62.

Edit Preferences: RSS Portlet

The following is an example of the Business Process Diagram portlet.



Description	<p>Displays a Real Simple Syndication (RSS) feed: RSS is an XML-based format for sharing and distributing Web content, such as news headlines.</p> <p>The My BSM RSS parser supports RSS versions 1 and 2. To view RSS portlets, HP Business Availability Center must have access to the Internet.</p> <p>To Access: Add the RSS portlet to a page and edit the portlet.</p>
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Host	Enter the name of the proxy or gateway server.
Maximum number of items to display	Enter the number of items in an RSS feed to display in the portlet. For example, 5 means that My BSM displays the first 5 entries in a feed from a particular source. If you leave this field empty, My BSM displays all items in a feed.
Port	Enter the number of the port used by the proxy or gateway server to receive requests. Default value: 80
Protocol	Enter the protocol used to send requests to the proxy or gateway server. Default value: http
Refresh rate	Select the refresh rate, in minutes, from the list. Select No Refresh to manually refresh the RSS feed display.
RSS URL	Enter the full URL that returns an XML file in RSS format.
Use proxy	Select to specify the proxy or gateway server used to access the RSS feed.

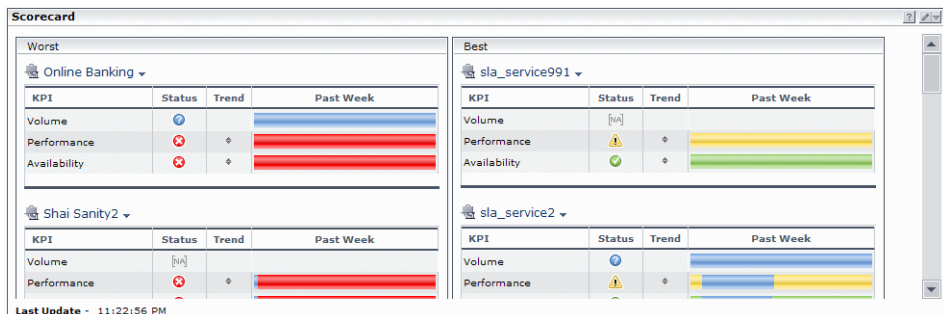
View Selection Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
<view explorer>	<p>This pane displays View Explorer. Select the view and the CIs on which you want to focus the portlet.</p> <p>For details on View Explorer, see “Working with View Explorer” in <i>Model Management</i>.</p> <p>Note: When editing a Borderless Rich Text portlet, you can only select CIs with at least one Dashboard KPIs and whose Save KPI data over time for a CI option is selected. For details about the option, see “KPIs Page” in <i>Using Dashboard</i>.</p>


Scorecard Portlet

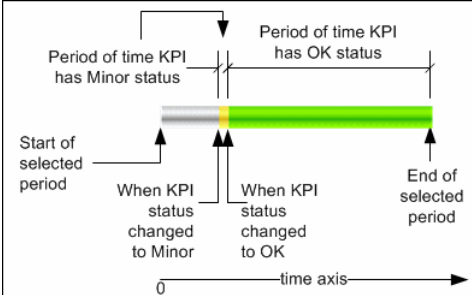
The following is an example of the Scorecard portlet.



Description	<p>Enables you to display the real time status, trend, and over time data of CIs organized by best and worst statuses.</p> <p>To Access: Add the Scorecard portlet to a page.</p>
Important Information	<p>Only CIs with the Save KPI data over time for a CI option selected are available for selection in the Edit Preferences dialog box. For details on where to select the option, see “KPIs Page” in <i>Using Dashboard</i>. For details on the Edit Preferences dialog box, see “Edit Preferences <portlet_name> Dialog Box” on page 58.</p> <p>The Scorecard portlet sorts and displays the ordered CIs and their KPIs statuses for the selected time period. For details, see “How the Scorecard Portlet Builds Its Display” on page 19.</p>
Included in Tasks	<ul style="list-style-type: none"> ▶ “Administrator Tasks – Workflow” on page 112 ▶ “Personalize Your My BSM Portal – Workflow” on page 174

The following elements are included (unlabeled GUI elements are shown in angle brackets):

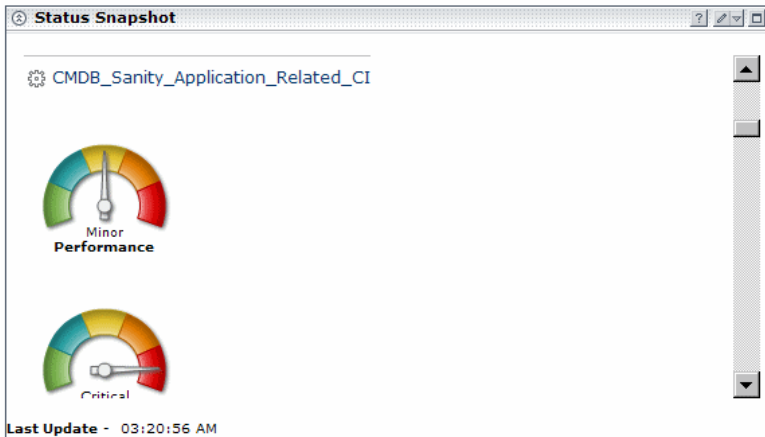
GUI Element (A-Z)	Description
	Click the button to the right of the CI to display the available menu options for the CI. For details, see “Menu Options” in <i>Using Dashboard</i> .
<CI Name>	The icon and name of the CI.

GUI Element (A-Z)	Description
<Over time bar>	<p>Displays an over time bar that displays colored band representing the KPI statuses over time. Each color represents a KPI status. The width of the colored band represents the past time period when the status did not change. The distance from the left edge of the bar shows when the time period started.</p> <p>Example:</p>  <p>Default: Past Week</p> <p>Tooltip: The tooltip displays:</p> <ul style="list-style-type: none"> ▶ Status: The status of the segment of over time bar (OK, Minor, and so on). ▶ Held since: The date when the status changed. ▶ Value: The value of the KPI (if relevant).
KPI	The name of the CI's KPI. The column lists the KPIs that were selected in the Edit Preferences dialog box for the portlet.
Status	<p>Indicates the status of the KPI over the period of time selected in the Edit Preferences dialog box for the portlet. For details on the statuses, see “KPI Status” in <i>Using Dashboard</i>.</p> <p>Tooltip: Provides the value of the status, and indicated when the status was changed to the current value.</p>

GUI Element (A-Z)	Description
Trend	Indicates the trend of the KPI status over the period of time selected in the Edit Preferences dialog box for the portlet. For details on the trend information, see “Trend and History” in <i>Using Dashboard</i> . Tooltip: Provides the value of the trend.
Worst/Best	Indicates the type of status displayed in the column.

Status Snapshot Portlet

The following is an example of the Status Snapshot portlet.

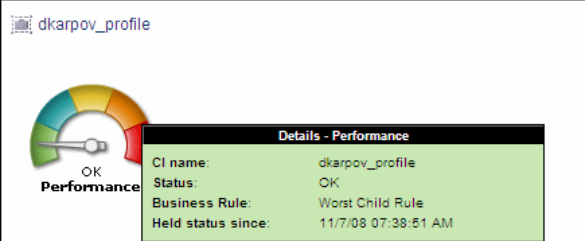


Description	<p>Displays gauges that indicate the operational status of business components. Each gauge represents the status and/or value of the selected KPIs of the selected view's CIs.</p> <p>For example, the portlet offers the capability to show the most important business processes with all their KPIs, to display KPIs that are becoming critical.</p> <p>To Access: Add the Status Snapshot portlet to a page.</p>
Important Information	<p>The portlet is refreshed automatically every 30 seconds.</p> <p>Customization: To change the default refresh rate, select Admin > Platform > Setup and Maintenance > Infrastructure Settings, choose Applications, select Dashboard Application, and modify the value of the UI Refresh Rate entry in the Dashboard Application - Refreshers table.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ KPIs with no status (No data, Info, Downtime) are not displayed. ▶ A CI whose KPIs have no status are not displayed.

The following elements are included (unlabeled GUI elements are shown in angle brackets):

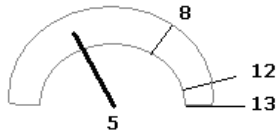
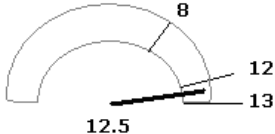
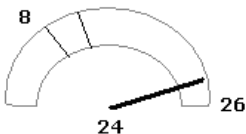
GUI Element (A-Z)	Description
<CI>	<p>The icon and name of the selected CI.</p> <p>The selected KPIs of the selected CIs are displayed in the portlet. A horizontal line separates the CIs in the portlet display.</p> <p>Note: A vertical scrollbar is automatically displayed in the portlet if the number of CIs and KPIs you selected does not fit in the portlet display area. When gauges do not fit in the portlet frame horizontally, the line is wrapped.</p> <p>The location of KPIs in the display may not be consistent with other CI's KPIs as not all CIs have the same KPIs. When CIs have the same KPIs, the same KPIs are aligned vertically in the portlet one under the other for each CI, but there are no placeholders for missing KPIs.</p> <p>For example, when the CI1, CI2, and CI3 CIs are assigned the KPI1, KPI2, and KPI3 KPIs, the portlet displays the following order:</p> <pre> CI1 KPI1 KPI2 KPI3 CI2 KPI1 KPI2 KPI3 CI3 KPI1 KPI2 KPI3 </pre> <p>For example, when the CI1 and CI3 CIs are assigned the three KPIs, while the CI2 CI is assigned only the KPI1 and KPI3 KPIs, the portlet displays the following order:</p> <pre> CI1 KPI1 KPI2 KPI3 CI2 KPI1 KPI3 CI3 KPI1 KPI2 KPI3 </pre>

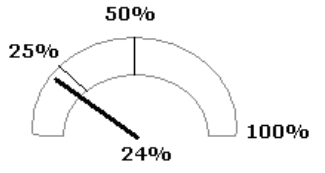
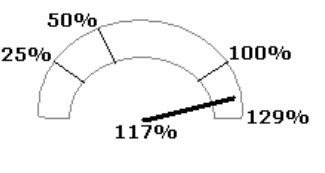
GUI Element (A-Z)	Description
<gauge display>	<p>A status gauge uses a maximum of five colors that correspond to the KPI statuses: Critical (red), Major (orange), Minor (yellow), Warning (olive), and OK (green). Depending on the threshold definition of the KPI, the gauge might show less than five colors. For more information about the KPI statuses, see “Colors of KPI Statuses Used in Dashboard” in <i>Using Dashboard</i>.</p> <p>The size of the colored sector that corresponds to a specific status depends on the threshold value relative to all the thresholds defined for the KPI.</p> <p>A value gauge has the following characteristics:</p> <ul style="list-style-type: none"> ▶ The minimum is always 0. ▶ The size of each slice (from 0 to 200 degrees) is proportional to the threshold values except for the last slice. The color of the last section on the right corresponds to the threshold with the highest value. The slice of the last slice is calculated as the <lower bound of the slice>*110. <p>If, for example, the thresholds are: OK < 8000, WARNING < 12000, and CRITICAL for any other value, the OK slice is from 0-8000, the WARNING slice is from 8000-12000, the CRITICAL slice is 12000-13200 (the upper bound of the slice is: calculated as: 12000*110%= 13200).</p> <p>When the actual value is greater than the calculated upper bound of the slice, the upper bound is corrected to the actual value*110. For example, if the value is 16000 then the upper bound of the gauge is 16000*110%=17600.</p> <ul style="list-style-type: none"> ▶ If the KPI’s unit is percentages (%), the maximum value of the KPI is 100% and the maximum possible upper bound of the gauge is 100*110=110%. <p>For details on the way gauges display the data, see “Gauge Calculation Examples” on page 107.</p>

GUI Element (A-Z)	Description										
<KPI>	<p>Each KPI status or value is displayed on a gauge.</p> <p>Default: The Availability and Performance KPIs are displayed.</p> <p>The KPIs are ordered, from the left to the right, according to their Display Order as defined in the Repositories. For details, see “KPI Repository page” in <i>Using Dashboard</i>.</p> <p>The value or status, name, and unit of the KPI are listed below the gauge. The needle on the gauge indicates the value or status of the KPI.</p>										
<tooltip>	<p>Move the mouse over a gauge to display a tooltip that provides more information about value represented by the needle and other information. The tooltip is similar to tooltips in the Console tab.</p> <div data-bbox="584 746 1168 991" style="border: 1px solid black; padding: 5px;">  <p>The screenshot shows a gauge for the KPI 'dkarpov_profile'. The gauge has a needle pointing to the 'OK' status. A tooltip is displayed over the gauge, titled 'Details - Performance', containing the following information:</p> <table border="1" data-bbox="725 873 1125 987"> <thead> <tr> <th colspan="2">Details - Performance</th> </tr> </thead> <tbody> <tr> <td>CI name:</td> <td>dkarpov_profile</td> </tr> <tr> <td>Status:</td> <td>OK</td> </tr> <tr> <td>Business Rule:</td> <td>Worst Child Rule</td> </tr> <tr> <td>Held status since:</td> <td>11/7/08 07:38:51 AM</td> </tr> </tbody> </table> </div>	Details - Performance		CI name:	dkarpov_profile	Status:	OK	Business Rule:	Worst Child Rule	Held status since:	11/7/08 07:38:51 AM
Details - Performance											
CI name:	dkarpov_profile										
Status:	OK										
Business Rule:	Worst Child Rule										
Held status since:	11/7/08 07:38:51 AM										

Gauge Calculation Examples

The table below display examples of calculation of a gauge maximum:

Thresholds & KPI Value	Display
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 5</p> <p>The gauge maximum is calculated as: $12 * 110\% = 13.2 \Rightarrow 13$</p>	
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 12.5</p> <p>The gauge maximum is calculated as: $12 * 110\% = 13.2 \Rightarrow 13$</p> <p>The KPI value is in the red section but still lower than the maximum</p>	
<p>Thresholds = {8, 12} where [0,8] is green, [8,12] is yellow, above 12 is red.</p> <p>KPI Value = 24</p> <p>The gauge maximum is calculated as: $12 * 110\% = 13.2 \Rightarrow 13$</p> <p>The KPI value exceeds the maximum so the maximum becomes the value of the KPI + 10% $\Rightarrow 26.4 \Rightarrow 26$</p>	

Thresholds & KPI Value	Display
Thresholds = {25%, 50%} KPI Value = 24% Although the upper threshold is 50%, the maximum is 100% (and not 50+10% = 55%) because the units are percentages (%).	
Thresholds = {25%, 50%} KPI Value = 117% The KPI value is greater than 100% so we calculate the gauge maximum as: $117 + 10\% \Rightarrow 128.7 \Rightarrow 129$	

Troubleshooting and Limitations

If your environment's security changes (for example, from http to https) or if the Gateway server's URL changes (for example, the environment had no proxy and now it does, or vice versa) then the URLs used to access some of the components in the Welcome portlet become unavailable. To solve this problem, reload the Default Module using JMX as follows: access the **http://<Gateway machine>:8080/** machine and open the JMX Console, select **service=Portal Framework manag** (under Topaz) and select **reloadCustomerDefaultObjects()**. For details about the Welcome to My BSM Application portlet, see "Welcome to My BSM Application Portlet" on page 22.

3

My BSM Administration

This chapter includes the main concepts, tasks, and reference information for My BSM administration.

This chapter includes:

Concepts

- My BSM Administration on page 110
- Java and WSRP Portlets on page 111

Tasks

- Administrator Tasks – Workflow on page 112
- Set Up a Module on page 117
- Set Up CMDB Portlets on page 125
- Use a Non-Authenticated or an Authenticated WSRP URL on page 126
- Deploy External Custom Java Portlets on page 128

Reference

- My BSM Administration User Interface on page 134

Troubleshooting and Limitations on page 171

My BSM Administration

To access the My BSM administration pages, select **Admin > My BSM**.

You use My BSM administration to:

- ▶ Manage modules in the Manage Module tab, where you can:
 - ▶ Create modules, their pages, and the portlets in the pages. You can give sharing access to those modules, add comments, and edit the portlets and their layouts. For details, see “Create Module Page” on page 153.
 - ▶ Search for a module you want to modify or configure a module you created. For details, see “Configure Modules Dialog Box” on page 137.
- ▶ Manage portlet definitions in the Manage Portlet Definitions tab, where you can:
 - ▶ Import portlet definitions so that the portlets are available for inclusion in a page. For details, see “Import Portlet Definition Wizard” on page 160.
 - ▶ Edit, copy, or delete portlet definitions. For details, see “Configure Portlet Definitions Dialog Box” on page 146.
 - ▶ Export portlet definitions and modules for importing into another HP Business Availability Center instance. For details, see “Export My BSM Objects Dialog Box” on page 157.
 - ▶ Import portlet definitions and modules, for example, when moving data from a test to a production environment. For details, see “Import My BSM Objects Dialog Box” on page 159.
 - ▶ Create a WSRP URL when you want to export portlets from My BSM to a remote portal. For details, see “Create WSRP URL Dialog Box” on page 154.

Java and WSRP Portlets

You can import Java and WSRP portlets:

- ▶ **Java Portlets.** Java portlets are portlets written in Java and imported into My BSM. Java portlets include a portlet definition file and Java code.
- ▶ **WSRP Portlets.** Web Services for Remote Portlets (WSRP) are defined by a producer Web service. HP Business Availability Center can consume WSRP portlets from multiple sources:
 - ▶ Imported portlets using the WSRP producer URL. When you use such portlets, make sure the producer Web URL is available.
 - ▶ Imported portlets from portals supported by HP (for example, WebSphere, WebLogic, and HP products). When you use such portlets, ensure that HP Business Availability Center is running before you access the HP Business Availability Center WSRP portlets.

In addition, you can export WSRP portlets to other HP products. Export to third-party portals is limited to certain environments. For more information, see

<http://h20230.www2.hp.com/selfsolve/document/KM202754>.

Portlet Definitions

My BSM supports JSR 168 and WSRP standards-compliant portlets. This support is based on the Apache Reference implementations of two specifications: Pluto and WSRP4J. However, the specifications may not be complete in all areas or may be open to interpretation. HP has made design decisions to cover these areas.

JSR 168 represents the Java Portlet Specification V1.0 that was developed under the Java Community Process. The Java Portlet Specification defines a contract between the portlet container and portlets and provides a programming model for portlet developers.

Web Services for Remote Portlets (WSRP) is a standard for content aggregators, such as Web portals, to access and display content sources (portlets) that are hosted on a remote server. WSRP is a protocol designed for accessing remote Portlets in a standard manner. The WSRP specification defines a web-service interface for interacting with interactive presentation-oriented web services.

WSRP portlets include a portlet definition file (in XML format) referencing the HTTP location of the WSRP portlet. Portlet definitions are XML files that define the look and feel of a portlet. Portlet definitions include such information as the type of portlet, user and security group access rights to the portlet, and filter definitions.

Administrator Tasks – Workflow

This section lists the steps performed by the administrator to create modules and their page and portlets components, to import or export modules or portlets, and to manage portlets, pages, and modules.

This task includes the following steps:

- “Set Up Licenses” on page 113
- “Create a Pre-Authenticated WSRP URLs – Optional” on page 113
- “Import Portlet Definitions – Optional” on page 113
- “Set Up CMDB Portlets – Optional” on page 114
- “Use an Authenticated WSRP URL – Optional” on page 114
- “Use an HTML Portlet – Optional” on page 114
- “Deploy External Custom Java Portlets – Optional” on page 114
- “Use WSRP Portlets on Solaris with an IPlanet Web Server – Optional” on page 115
- “Configure a Portlet Definition – Optional” on page 115
- “Manage Portlet Categories – Optional” on page 115
- “Set Up a Module – Optional” on page 115

- “Export Portlets and Modules – Optional” on page 116
- “Change the Status Alert Sound – Optional” on page 116
- “Change the Default Page for a Specific User – Optional” on page 116
- “Results” on page 117

1 Set Up Licenses

To access specific data source portlets you must make sure you have the appropriate licenses. The data sources are: Service Level Management, End User Management, Dashboard, CMDB, Business Process Insight, TransactionVision, and SOA.

For details, see “Downloads Overview” in *Platform Administration*.

2 Create a Pre-Authenticated WSRP URLs – Optional

You can create a pre-authenticated WSRP URL to access My BSM portlets from another portal.

For details, see “Create WSRP URL Dialog Box” on page 154.

3 Import Portlet Definitions – Optional

Import portlet definitions using one of the following methods:

- **One by one.** Use the Import Portlet Definition wizard to select an existing Java or WSRP portlet, enter portlet information, and configure access to the portlet.

For details on Java or WSRP portlets, see “Java and WSRP Portlets” on page 111.

- **More than one portlet at a time or together with module definitions.** You import portlet definitions and modules in separate files or in one file. You would probably import a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment.

For details, see “Import My BSM Objects Dialog Box” on page 159.

For details on importing portlet definitions, see “Import Portlet Definition Wizard” on page 160.

4 Set Up CMDB Portlets – Optional

During discovery, HP Business Availability Center maps all IPs in the system. You can attach physical location attributes (country, state, or city) to these IPs to enable information to be broken down in the CMDB portlets by location.

For details, see “Set Up CMDB Portlets” on page 125.

5 Use an Authenticated WSRP URL – Optional

When a consumer wants to use HP Business Availability Center as a producer for a WSRP portlet, the consumer can use the WSRP URL of the portlet to access the portlet without authentication or with authentication.

For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.

6 Use an HTML Portlet – Optional

You can use the HTML portlet to enter your own HTML code that you want to display in a portlet in My BSM.

For details, see “Use an HTML Portlet” on page 35.

7 Deploy External Custom Java Portlets – Optional

You can import Java portlets that comply with the Java Portlet Specification.

For details, see “Deploy External Custom Java Portlets” on page 128.

8 Use WSRP Portlets on Solaris with an IPlanet Web Server – Optional

If you are using WSRP portlets and HP Business Availability Center is running on Solaris with an IPlanet Web Server, add the following line: **NameTrans fn="assign-name" from="/dashboard/*" name="J2FRedirect"** in the IPlanet **obj.conf** file under the line:

```
NameTrans fn="assign-name"
from="/<HP_BAC_web_application_context_name (usually
topaz)>/dashboard/*" name="J2FRedirect".
```

9 Configure a Portlet Definition – Optional

After you import a portlet definition, you can edit the portlet definition and its access type.

For details, see “Configure Portlet Definitions Dialog Box” on page 146.

10 Manage Portlet Categories – Optional

During the procedures for importing or configuring a portlet definition, you select portlet categories that enable users to more easily find a specific portlet to add to their portal. My BSM has pre-defined categories. You can add, remove, or change the name of user-defined categories.

For details, see “Manage Categories Dialog Box” on page 168.

11 Set Up a Module – Optional

Setting up a module includes:

- ▶ Creating users and groups.
- ▶ Creating a module (a module includes pages that contain portlets).
- ▶ Sharing the module to make it available for copy and personalization, to the allowed users (if the module is not shared, the allowed users view the module in read-only mode).
- ▶ Add pages and portlets to the pages.
- ▶ Import user-defined pages.

Note: My BSM has two default modules. For details, see “Default Modules” on page 12.

For details on setting up a module, see “Set Up a Module” on page 117.

12 Export Portlets and Modules – Optional

You can export one or more portlets and one or more modules in one file, or you can export each portlet or module separately in its own file. You can then save the resulting XML files and import them into another HP Business Availability Center instance. You would probably export a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment.

For details on exporting objects, see “Export My BSM Objects Dialog Box” on page 157.

13 Change the Status Alert Sound – Optional

If you want to use a different alert sound and you are a user with administrative permissions, access **<HP Business Availability Center Gateway server root directory>\AppServer\webapps\site.war\bam\pages\sounds** and replace the **ding.wav** file with your own WAV file (you must rename your file **ding.wav**).

The change takes effect immediately.

14 Change the Default Page for a Specific User – Optional

My BSM displays, by default, the user’s main portal page either when the user logs in to HP Business Availability Center or when the user clicks the **My BSM** tab. This is the default page that the My BSM administrator has set up for the user. You can change the default page for a specific user by clicking **SITE MAP > Administration > Personal Settings > Menu Customization**, and select **Applications - My BSM** in the Contexts area and change the default page in the Pages and Tabs area.

15 Results

The modules you created appear in the My BSM portal where the user can personalize the portal. For details on personalizing your portal, see “Personalize Your My BSM Portal – Workflow” on page 174.

Set Up a Module

Setting up a module includes creating users and groups, creating a module (a module includes pages that contain portlets), sharing the module to make it available for copy and personalization to the allowed users (if the module is not shared, the allowed users view the module in read-only mode), add pages and portlets to the pages, and import user-defined pages.

This task includes the following steps:

- “Create Users and Groups” on page 117
- “Create a Module” on page 118
- “Configure Access to the Module” on page 121
- “Add Pages or User Pages to a Module” on page 121
- “Edit a Page” on page 121
- “Change the Order of the Pages in a Module” on page 122
- “Add Portlets to a Page” on page 123
- “Edit/Customize a Portlet” on page 123
- “Customize the Portlets in a Page” on page 124
- “Filter a Portlet Display” on page 124
- “Modify the Display Refresh Rate” on page 124

1 Create Users and Groups

Create the users and groups that use My BSM.

For details, see “User Management – Overview” in *Platform Administration*.

2 Create a Module

You create a module by:

- **Creating a new module.** Define it by giving it a name and a description, and specifying if it is enabled or disabled.

For details, see “Configure <module_name> Page” on page 139.

- **Cloning an existing module.** You clone a module from the module tree.

Cloning a module saves time when you want to create slightly different modules. For example, you want to have a module present specific information for the past week and another module present the same information for the last month. You would create the module with the portlets presenting the information for the past week, then clone the module, and for each portlet, redefine the time period to the past month.

For details, see “Edit Page Dialog Box” on page 179.

Example – Create a New Module

This example shows how to create a new module, enter administrator's comments, and select the type of access to the module.

- a Access the Configure: New Module screen and enter information as follows:

Configure: New Module

⊖ Header

Created By: administrator

Last Modified By: administrator **Last Modification Date:** Dec 23, 2006

***Module Name:**

Description:

Enabled: Yes No

⊖ Administrator Comments

Comments enables the administrator to share information about changes in the module with the module recipients.

Add Comment:

⊖ Configure Access

- b Expand **Configure Access** and select **Allow access to all users** in the **User Access** area.

⊖ Configure Access

User Access

The following users/security-groups will have read-only access to this module

Allow access to all users

Allow access only to the following users/security-groups:

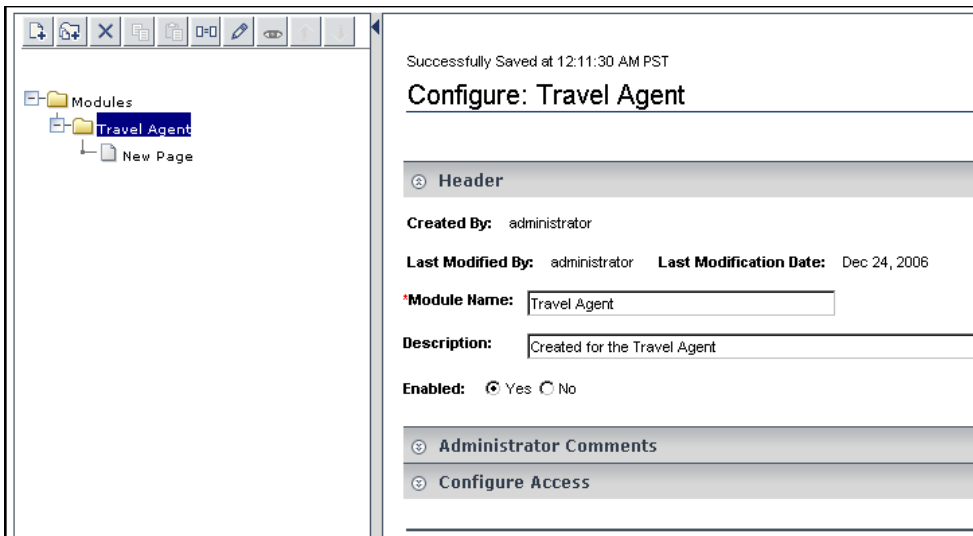
Security Type	Name
No Users	

Add Users:

Enable users to copy this module pages to their private dashboard

c Click **Save**.

The result is as follows:

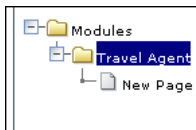


d You can now add/modify comments or configure/modify access to the module. For details, see “Configure Access to the Module” on page 121.

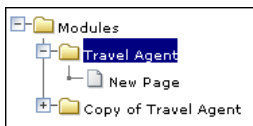
Example – Clone a Module

For example, you created the Travel Agent module and you want to create a clone of the module.

a In the **Modules** tree, select the Travel Agent module, and click the **Clone** button.



b The **Modules** tree displays the cloned module.



3 Configure Access to the Module

After you create a module, you must configure it. To configure a module:

- Add comments (optional).
- Specify the type of access: read-only, modify, or self-service.

For details on configuring the module, see “Configure <module_name> Page” on page 139.

4 Add Pages or User Pages to a Module

You can add blank pages or user pages to a module.

For details on adding an existing page to a module, see “Edit Page Dialog Box” on page 179.

For details on adding a user page to a module, see “Add a User’s Pages to Module Dialog Box” on page 135.

5 Edit a Page

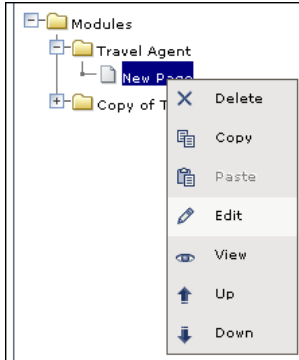
You can edit a page in a module.

For details on editing an existing page, see “Edit Page Dialog Box” on page 179.

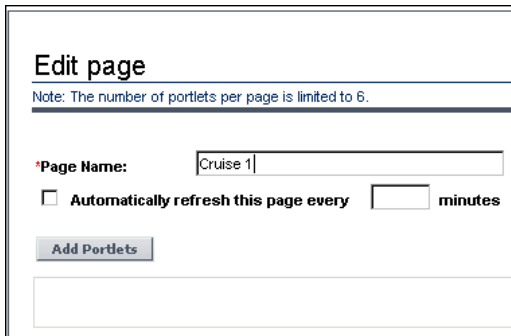
Example – Editing a Page

This example shows how to edit a page that is added in the module creation process.

- a Right-click **New Page** and select **Edit**.



- b Enter the name of the page.

A screenshot of the 'Edit page' dialog box. The title is 'Edit page'. Below the title is a note: 'Note: The number of portlets per page is limited to 6.' There is a text input field for 'Page Name' containing 'Cruise 1'. Below that is a checkbox labeled 'Automatically refresh this page every' followed by an empty input field and the word 'minutes'. At the bottom left is a button labeled 'Add Portlets'.

- c You can then add portlets to the page. For details, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 53.

6 Change the Order of the Pages in a Module

You can change the order of the pages in a module from the **Modules** tree.

For details, see **Up/Down** in “Edit Page Dialog Box” on page 179.

7 Add Portlets to a Page

You can add portlets to a page you are creating or to an existing page.

For details, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 53.

Note: If a portlet is added to a page, and is then disabled, the portlet is removed from the page. If you re-enable the portlet it remains removed from the page and you must add it again to the page.

► Set Up CMDB Portlets

Before you add a CMDB portlet to a page you must set it up by adding the IP addresses to a file listing the latitudes and longitudes of all countries. For details on setting up CMDB portlets, see “Set Up CMDB Portlets” on page 125.

► Add an RSS Portlet to a Page

Adding an RSS portlet to a page is done using a different procedure. For details on setting up RSS portlets, see “Edit Preferences: RSS Portlet” on page 97.

8 Edit/Customize a Portlet

You can:

- Change the portlet’s name.
- Modify the portlet category.
- Define the portlet display (narrow or wide).
- Specify if the portlet is enabled or not.
- Specify the portlet’s type of access.

For details, see “Configure Portlet Definitions Dialog Box” on page 146.

9 Customize the Portlets in a Page

You can customize the appearance of the portlets in a page. You can:

- **Change the default number (6) of portlets that can be assigned to a page.** Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, click **Applications**, select **My BSM**, locate the **Maximum Number of Portlets Per Page** entry in the My BSM - My BSM table, and set the new maximum number of portlets. System performance might be affected if this value is larger than six. This setting is defined per HP Software-as-a-Service customer.
- **Standardize the height of portlets per customer.** Select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, click **Applications**, select **My BSM**, locate the **Maximum height in pixels** entry in the My BSM - My BSM table, and set the maximum height (in pixels) for the portlet. The minimum recommended height for a portlet is 300 pixels. If you do not specify a value (default), each portlet uses the height that it needs.

10 Filter a Portlet Display

Depending on the type of portlet, you can select the type of information displayed in the portlet; for example, select a view, and specific CIs and Key Performance Indicator (KPI) (KPIs). You can also select the type of display you want to use for the portlet; for example, displaying the View as Graph tab or the View as Table tab.

For details, see “Edit Preferences <portlet_name> Dialog Box” on page 58.

11 Modify the Display Refresh Rate

To modify the default display refresh rate (30 seconds), select **Admin > Platform > Setup and Maintenance > Infrastructure Settings**, choose **Applications**, select **Dashboard Application**, and modify the value of the **UI Refresh Rate** entry in the Dashboard Application - Refreshers table. Note that the change affects all display refresh rates in Dashboard and My BSM. The change takes effect immediately.

Set Up CMDB Portlets

During discovery, HP Business Availability Center maps all IPs in the system. You can attach physical location attributes (country, state, or city) to these IPs to enable information to be broken down in the CMDB portlets by location. For example, by linking IP addresses to certain locations, you can view the distribution across servers for operating systems, applications, network devices, and databases.

Set up the CMDB portlets by adding the IP addresses to the **ip2location.csv** file that lists the latitudes and longitudes of all countries.

For details on discovery, see “Discovery and Dependency Mapping – Overview” in *Discovery and Dependency Mapping Guide*.

To attach location attributes to IPs:

- 1 Open the following file: <Discovery Probe root directory>\root\lib\collectors\probeManager\ip2location.csv.
- 2 Find the country, state, and city where the IP is located.
- 3 Add the IP address to the Range1 cell.

You can add IP addresses in three formats:

- Single IP, for example, 192.168.82.100
- IP range, for example, 192.168.82.50-192.168.82.90
- Multi-IP range, for example, 192.168.*.*

You can add more than one IP address to the same location. Add the second IP address to the **Range2** column, the third IP address to **Range3**, and so on. See the following figure for examples of ranges linked to locations:

	A	B	C	D	E	F
1	GLO_ID	GLO_COUNTRY	GLO_STATE	GLO_CITY	GLO_LATITUDE	GLO_LONGITUDE
2	6275	Afghanistan		Kabul	34.517	69.183
3	12098	Albania		Tirane	41.333	19.833
4	7668	Algeria		Algiers	36.763	3.051
5	7667	Algeria		Oran	35.691	-0.642
6	10032	American Samoa		Pago Pago	-14.27	-170.7

Note: You cannot use this file to exclude ranges.

- 4 Save the file and restart the DDM Probe: close the DDM Probe DOS command window and restart the DDM Probe (**Start > Programs > HP DDM > DDM Probe**).

Several hosts are running a J2EE application. During discovery, HP Business Availability Center checks **ip2location.csv** and finds ranges that cover the discovered host IP addresses.

HP Business Availability Center updates the country, state, and city attributes of each host IP CI. This process corresponds to the **Group by** process performed in **Group by** dialog box accessed from the **View Node Definition** dialog box in **View Manager**. For details, see “*Node/Relationship Grouping Dialog Box*” in *Model Management*.

Use a Non-Authenticated or an Authenticated WSRP URL

A consumer can use HP Business Availability Center as a producer for a WSRP portlet. To access the portlet, the consumer can use the WSRP URL of the portlet without authentication or with authentication.

If the consumer creates the URL without credentials, when the user accesses the portlet:

- ▶ The HP Business Availability Center login page is displayed, and then the portlet is displayed.
- ▶ The portlet is displayed immediately, if the user has Single Sign On.

If the consumer creates the URL with credentials, the user is automatically logged in with the credentials included in the URL.

Note: If the consumer portal is using LW-SSO (like HP ServiceCenter or My BSM), use the non-authenticated WSRP URL. For details on LW-SSO, see “Lightweight Single Sign-On Strategy” in *Platform Administration*.

This task includes the following steps:

- “Use a Non-Authenticated URL – Optional” on page 127
- “Use an Automatically Authenticated URL – Optional” on page 127

1 Use a Non-Authenticated URL – Optional

Select **Admin > Platform > Users and Permissions**, and create a new user in the Create New User dialog box. Enter the same user name for the consumer user (in **User Name**) and for the HP Business Availability Center login (in **Login Name**). Passwords are not necessary. Access the WSRP URL page, select **Authenticate with user from WSRP consumer**, and click **Create**. Click **Copy** to copy the string where needed. For details, see “Create WSRP URL Dialog Box” on page 154.

When the consumer accesses the WSRP portlet, the authentication of the consumer user name is automatically performed in HP Business Availability Center using the user specified in the Create New User dialog box. The consumer is then presented with the HP Business Availability Center login page.

When using this method, consumer users can login to HP Business Availability Center as separate users, but each user is presented with the login page to HP Business Availability Center.

2 Use an Automatically Authenticated URL – Optional

Access the Create WSRP URL page, select **Automatically authenticate with the following credentials**, enter the consumer user name in the **User Name** box and the password in the **Password** box, and click **Create**. The user name and password are added to the WSRP URL string. Click **Copy** to copy the string where needed. For details, see “Create WSRP URL Dialog Box” on page 154.

After login to the consumer site, the user accesses the WSRP portlet directly without authentication.

When using this method, the user is not presented with the login page to HP Business Availability Center, but all users login to HP Business Availability Center with the same consumer user.

Deploy External Custom Java Portlets

Note: This section is for advanced users or administrators.

Java portlets that comply with the Java Portlet Specification can be imported and used in Dashboard. This section describes the processes used to deploy external Java portlets.

This task includes the following steps:

- ▶ “Implement the Portlet” on page 129
- ▶ “Create a Web Archive for the Portlet” on page 129
- ▶ “Create the MyPortletClass.class File” on page 129
- ▶ “Make the portlet-wrapper.jar File Available to your Web Archive” on page 129
- ▶ “Add the Portlet Section to the portlet.xml file” on page 130
- ▶ “Add a Servlet Mapping to Your HP Business Availability Center Descriptor File: web.xml” on page 132
- ▶ “PortletWrapperUtils API” on page 133
- ▶ “Import the New Portlet Definition” on page 133
- ▶ “Troubleshoot the Deployment of External Custom Java Portlets” on page 133

1 Implement the Portlet

Portlets must be coded according to the Java Portlet Specification (JSR 168 - see <http://www.jcp.org/en/jsr/detail?id=168>).

Example

You have coded a Java portlet called `my.package.MyPortletClass`, which is a subclass of `javax.portlet.GenericPortlet`.

2 Create a Web Archive for the Portlet

To separate standard Dashboard/Center code and custom portlet code, deploy your custom Java portlet in a separate web archive in the new directory `myWebArchive.jar` created in the deploy area of the Application Server for your archive located at:

```
<HP Business Availability Center Gateway server root directory>\
AppServer\webapps\site.war\WEB-INF\lib.
```

Note: Because `myWebArchive.jar` is deployed as part of HP Business Availability Center deployment, it may have an impact on the deployment of HP Business Availability Center.

3 Create the `MyPortletClass.class` File

In the Application Server, create the `MyPortletClass.class` class in `myWebArchive.jar`.

4 Make the `portlet-wrapper.jar` File Available to your Web Archive

For Dashboard to correctly process your portlet, make the `portlet-wrapper.jar` file available to your web archive located in the Dashboard distribution lib directory.

Place any other prepackaged Java libraries needed by your portlet in the `<HP Business Availability Center Gateway server root directory>\AppServer\webapps\site.war\WEB-INF\lib` subdirectory, along with `portlet-wrapper.jar` files.

5 Add the Portlet Section to the portlet.xml file

This descriptor file defines the meta-information needed by the portlet container to run your portlet.

Modify the descriptor file in the

<HP Business Availability Center Gateway server root directory>\AppServer\webapps\site.war\WEB-INF\portlet.xml file.

Your portlet.xml should have the following structure:

```
<?xml version="1.0" encoding="UTF-8"?>
<portlet-app
  xmlns="http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd"
  version="1.0"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation=
    "http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd
    http://java.sun.com/xml/ns/portlet/portlet-app_1_0.xsd">
<portlet>
  <!-- Specify a name you use to refer to this portlet. -->
  <portlet-name>MyPortlet</portlet-name>
  <portlet-class>my.package.MyPortletClass</portlet-class>
<!-- Specify initialization parameters. Insert as many "init-param" tags as needed. -->
  <init-param>
    <name>param1Name</name>
    <value>param1Value</value>
  </init-param>
<!-- Specify how long (seconds) the portlet container should cache this portlet's content. -->
  <expiration-cache>0</expiration-cache>
```

```

<!-- Specify the modes available for this portlet. Available modes are "VIEW", "EDIT", and "HELP".
"VIEW" mode is not required by the portlet spec, but is an architectural requirement needed to
display the portlet. -->
  <supports>
    <mime-type>text/html</mime-type>
    <portlet-mode>VIEW</portlet-mode>
    <portlet-mode>EDIT</portlet-mode>
    <portlet-mode>HELP</portlet-mode>
  </supports>
<!-- Specify the set of preferences (if any) for this portlet, and default values.
      Insert as many "preference" tags as necessary. -->
  <portlet-preferences>
    <preference>
      <name>preference1Name</name>
      <value>preference1Default</value>
    </preference>
    <preference>
      <name>preference2Name</name>
      <value>preference2Default</value>
    </preference>
  </portlet-preferences>
</portlet>
</portlet-app>

```

6 Add a Servlet Mapping to Your HP Business Availability Center Descriptor File: web.xml

Hook up your portlet to the central portlet-handling servlet in the main web configuration file web.xml.

Modify the **<HP Business Availability Center Gateway server root directory>\AppServer\webapps\site.war\WEB-INF\web.xml** file as follows:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE web-app PUBLIC "-//Sun Microsystems, Inc.//DTD Web Application
2.3//EN" "http://java.sun.com/dtd/web-app_2_3.dtd">
<web-app>
  <display-name>My Portlet</display-name>
  <servlet>
    <servlet-name>MyPortletServlet</servlet-name>
    <display-name>My Portlet</display-name>
    <description>My Portlet Wrapper</description>
    <!-- This is the servlet used for all Dashboard portlet processing, and must be
specified exactly as follows. -->
    <servlet-class>
      com.mercury.dashboard.app.portal.PortletWrapperServlet
    </servlet-class>
    <init-param>
      <param-name>portlet-class</param-name>
      <param-value>my.package.MyPortletClass</param-value>
    </init-param>
  </servlet>

  <servlet-mapping>
    <servlet-name>MyPortletServlet</servlet-name>
    <url-pattern>/MyPortletServletPath/*</url-pattern>
  </servlet-mapping>
</web-app>
```

7 PortletWrapperUtils API

Add `portlet-wrapper.jar` to your class-path to allow you (as the portlet developer) to use its Dashboard Foundation-proprietary API. This API provides several tools you can use while developing portlets and help you be more aware of the portal environment. For example, you can use:

- ▶ **public static String getUserId(PortletRequest request)** to get the user ID for the user who is invoking the portlet.
- ▶ **public static String getCustomerId(PortletRequest request)** to get the customer ID for the user who is invoking the portlet.
- ▶ **public static String getUniquePortletId(PortletRequest request)** to distinguish this portlet on the client (can be used as an HTML element id).
- ▶ **public static HttpServletRequest getHttpServletRequest(PortletRequest request)** to get the HttpServletRequest from the PortletRequest.

8 Import the New Portlet Definition

To import the portlet, use the portlet import wizard. To access the wizard, select **Administration > My BSM > Manage Portlet Definitions > Import Portlet Definition**, and select to import a **Java Portlet**. Follow the wizard instructions to choose your new portlet and import it.

For details, see “Import Portlet Definition Wizard” on page 160.

After you finish importing a new portlet definition, you can add the portlet to a page or a module.

9 Troubleshoot the Deployment of External Custom Java Portlets

For details, see “Troubleshoot the Deployment of External Custom Java Portlets” on page 172.

My BSM Administration User Interface



This section describes:

- ▶ Add a User's Pages to Module Dialog Box on page 135
- ▶ Add/Edit WSRP Producer Dialog Box on page 136
- ▶ Configure Modules Dialog Box on page 137
- ▶ Configure <module_name> Page on page 139
- ▶ Configure Portlet Definitions Dialog Box on page 146
- ▶ Create Module Page on page 153
- ▶ Create WSRP URL Dialog Box on page 154
- ▶ Edit Group Dialog Box on page 156
- ▶ Export My BSM Objects Dialog Box on page 157
- ▶ Import My BSM Objects Dialog Box on page 159
- ▶ Import Portlet Definition Wizard on page 160
- ▶ Manage Categories Dialog Box on page 168
- ▶ Manage WSRP Producers Page on page 169
- ▶ Users or Groups Dialog Box on page 170

Add a User's Pages to Module Dialog Box

Description	Enables you to add the pages created by another user to the module. To Access: Click Add a User's Pages in the Create Module page or click icon in tree.
Included in Tasks	"Add Pages or User Pages to a Module" on page 121

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 170.
	Click to choose the groups of users with self-service access to the module. For details, see "Users or Groups Dialog Box" on page 170.
Add	Click the Add button to save the changes.
Pages	Select the user's pages.
Replace pages in module with matching names	Select to overwrite the existing pages in the module with the user's pages that have the same name. Clear the check box to add the selected page without replacing existing pages.
User	Select the user.

Add/Edit WSRP Producer Dialog Box

Description	Enables you to add or edit a WSRP producer information. To access: Click Add in the Manage WSRP Producers dialog box.
--------------------	--

The following elements are included (unlabeled GUI elements are shown in angle brackets>):





GUI Element (A–Z)	Description
Description	The description of the WSRP producer.
Is producer available	Click the Is producer available button to verify that the URL of the WSRP producer is available.
Name	The name of the WSRP producer.
WSRP Producer URL	The URL of the WSRP producer.

Configure Modules Dialog Box

Description	Enables you to search for an existing module whose pages, portlets, access, and layout, you want to modify. To Access: In My BSM Administration, click the Manage Modules tab, and select Configure Modules .
Important Information	See limitations in “Troubleshooting and Limitations” on page 171.
Included in Tasks	“Create a Module” on page 118

Search for a Module to Configure Area


The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to display the list of all the users and select from the list. For details, see “Users or Groups Dialog Box” on page 170.
	Click to display a calendar and select a date.
	Click to display the list of all the users and select from the list. For details, see “Users or Groups Dialog Box” on page 170.
	Click to display the list of all the groups or users and select from the list. For details, see “Users or Groups Dialog Box” on page 170.
Ascending/ Descending	Select the type of sorting.
Available to Users... Groups	Enter the name of users or groups of users who are allowed to use the module.
Created By	Enter the name of the user who created the module.
Last Updated From.. To	Enter the date from when to start the search and when to end it.

GUI Element (A-Z)	Description
Name starts with	Enter the first letters of the module name. Keep the box empty and click Search if you want to list all the existing modules.
Reset Form	Click to empty all the fields in the form.
Results Displayed Per Page	Enter the number of results to display per page. Note: The limit is the number of portlets that have been imported into My BSM.
Search	When you click the Search button, a list of the modules matching the search criteria is displayed in the Select a Module to Configure area.
Sort By	Select by which criteria to list the modules matching the search criteria: Name , Last Updated On , or Status .
Status	Enter the status of the module.

Select a Module to Configure Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click the button corresponding to the module you want to remove from the list.
All	Click the All button to select all the modules.
Configure Modules	Select modules and press the Configure Modules button to open the Configure <module_name> dialog box where you can configure the module.
Description	The description of the module.
Last Updated On	The date when the module was last updated.
Name	The name of the module.


GUI Element (A-Z)	Description
None	Click the None button to clear the module selection.
Status	Displays Enabled if the module is available to users or Disabled if the module is not available to users.

Configure <module_name> Page

Description	Enables you to create a new module, configure a module, add comments, and configure access to the module. To Access: Double-click the appropriate module in the Configure Module page.
Important Information	The page is split into two main panes: the tree of modules and the dialog box. For details, see “Module/Page Tree” on page 10. Note: When a new user is added to a group, the modules assigned to the group and their permissions are automatically passed on to the new user.
Included in Tasks	“Create a Module” on page 118 “Configure Access to the Module” on page 121

Tree of Pages Area





The following elements are included (unlabeled GUI elements are shown in angle brackets):




GUI Element (A-Z)	Description
	Click to close or open the tree.
<context menu options from the elements in the tree>	Right-click an element in the left-pane tree to display the context menu options. For details, see “Context Menu Options and Toolbar Icons” on page 140.



GUI Element (A-Z)	Description
<toolbar icons>	Select an element in the left-pane tree and click the appropriate toolbar icon. For details, see “Context Menu Options and Toolbar Icons” on page 140.
<tree of module>	Displays the currently selected module, its pages, and portlets.

Context Menu Options and Toolbar Icons

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
 Add	<p>To add a new page or a user page to the module, right-click a module, select the option or select a module, click the icon and select:</p> <ul style="list-style-type: none"> ▶ New Page to add a blank page. For details, see “Edit Page Dialog Box” on page 179. ▶ Add User Page to add a user page. For details, see “Add a User’s Pages to Module Dialog Box” on page 135.
 Back	Click to return to the Create Module page.
 Clone	To clone a module, right-click the module and select the option, or select a module in the tree and click the button. A copy of the module is pasted in the tree and the original module is disabled.
 Copy	<p>To copy a page, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.</p>

GUI Element (A-Z)	Description
 <p>Cut</p>	<p>To cut a page before pasting it, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To cut a portlet before pasting it, right-click the portlet and select the option or select the portlet in the tree and click the button.</p>
 <p>Delete</p>	<p>To delete a module, right-click the module and select the option, or select the module in the tree, and click the button. You must also confirm the deletion.</p> <p>To delete a page in the tree, right-click the page and select Delete, or select the page, and click the button. You must also confirm the deletion.</p> <p>To delete a portlet in the tree, right-click the portlet and select Delete, or select the portlet, and click the button. You must also confirm the deletion.</p>
<p>Edit</p>	<p>To edit a module, right-click the module and select the option. For details, see “Configure <module_name> Page” on page 139.</p> <p>To edit a page, right-click the page and select the option. For details, see “Edit Page Dialog Box” on page 179. You can then add portlets to the page or delete them from the page.</p> <p>To edit a portlet, right-click the portlet and select the option. For details, see “Edit Preferences <portlet_name> Dialog Box” on page 58.</p>
 <p>Paste</p>	<p>After you have selected a page and copied/cut it, right-click the module where you want to paste the page and select Paste, or click the module where you want to paste the page, and click the button.</p> <p>After you have selected a portlet and copied/cut it, right-click the page where you want to paste it and select Paste, or click the page where you want to paste the portlet, and click the button.</p>

GUI Element (A-Z)	Description
 Up/Down	To reorder the pages of a module, right-click the page and select Up or Down , or select a page in the module, and use the Up and Down buttons.
 View	<p>To display a preview of the page that includes real data, right-click the page and select View or select a page and click the button.</p> <p>To display a preview of the portlet that includes real data, right-click the portlet and select View or select a portlet and click the button.</p>

Header Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Created By	The name of the user who created the module.
Description	Enter a brief description of the module.
Enabled	<p>To enable the module, select Yes.</p> <p>To disable the module, select No.</p> <p>Default value: Yes. The module is available for adding to users' portals.</p> <p>Note: If you disable a module after it has been made available, the module is removed from the users shared area and a warning message is issued. The module pages are not removed from the users private area.</p>
Last Modification Date	The date the module was last modified.
Last Modified By	The name of the user who last modified the module.
Module Name	Enter the name of the module. This name must be unique.

Administrator Comments Area

Description	Enables you to add administrator comments to the module. To Access: Expand the Administrator Comments .
Important Information	The comments are displayed in the <module_name> Comments page. If you add a comment to the module, it counts as a change and the orange square indicating a change is displayed in the Switch to page menu.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):



GUI Element (A-Z)	Description
Add Comment	Enter the comments.
View Comments	Click the View Comments button to display the Module Comments page with the comments you entered.

Configure Access Area

Description	Enables you to configure read-only access for the selected users/groups. For details, see “Read-Only Area” on page 144. To Access: Expand the Administrator Comments .
Important Information	For details on the type of access to the module, see “Types of Access” on page 145.

Read-Only Area

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 170.</p> <p>The selected users are automatically added to the list of users.</p>
	<p>Click to choose the groups of users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 170.</p> <p>The selected groups of users are automatically added to the list of users.</p>
<p>Allow access to all users</p>	<p>Select to provide read-only access to the module to all the users.</p>
<p>Enable users to copy this module pages to their private dashboard</p>	<p>Select to enable the users selected above in the User Access area to copy the module pages to their private My BSM portal.</p>
<p>Name</p>	<p>Displays the name of the user or group of users.</p>
<p>Type</p>	<p>Displays the type (users or groups of users).</p>

Types of Access

Depending on the access definitions provided by the administrator at the module, page, or portlet level, the user can have read-only access or can copy pages from the Shared Pages area to the user Private Pages area and can be edited there. For details on where you select the type of access, see “Configure <module_name> Page” on page 139.

Type of Access	What the Selected User/Security Group Can Do
Read-only access	The selected users/security groups have read-only access to the module or pages. The user can view the module pages in My BSM page but cannot modify those pages or the portlets in those pages.
Enable users to copy this module pages to their private dashboard	The selected users/security groups can copy the module pages to their private My BSM area. The user can view the module pages in My BSM page and can modify those pages and the portlets in the pages depending on the permissions for the portlets.

Note: In My BSM portal, you see the private pages you created in My BSM, the pages that you are allowed to copy and modify, and the read-only pages prepared by the administrator, filtered by the permissions defined for the modules and portlet definitions in Platform Administration. For example, you see the pages of the module and the portlets for which you have permissions; the other portlets in the page do not display data and include an error message that indicates that you do not have permission to view the portlet. For details on the permissions defined in Platform Administration, see “User Management – Overview” in *Platform Administration*.



Configure Portlet Definitions Dialog Box

Description	Enables you to edit, copy, or delete portlet definitions. To Access: Select Admin > My BSM > Manage Portlet Definitions > Configure Portlet Definition , and click Configure Portlet Definition .
Included in Tasks	“Configure a Portlet Definition – Optional” on page 115

Search for a Portlet Definition to Configure Area

Description	Enables you to search for the portlet definition you want to edit, copy, or delete.
--------------------	---

The following elements are included (unlabeled GUI elements are shown in angle brackets>):


GUI Element (A-Z)	Description
	Click to select the category.
	Click to select the user.
Ascending/Descending	Select the sort order for results as ascending or descending. The default is ascending.
Category	Select a category to find only those portlet definitions that belong to that category. For a list of the categories and the portlets they include, see “Portlet Categories” on page 38.
Created By	Enter the name of the user who created the portlet definition.
Enabled	Select: <ul style="list-style-type: none"> ▶ Yes (the default) to enable the portlet to be added to a page. ▶ No. To prevent the portlet to be added to a page. You might use this option in a testing environment.

GUI Element (A-Z)	Description
Name starts with	Enter all or part of a portlet definition's name. Typing part of a name yields all matching results.
Reset Form	Click this button to clear all the fields and display default criteria.
Results Displayed Per Page	Enter the number of search results to display on every page. The default is 50. This field is mandatory.
Search	Click to start the search.
Sort By	To sort results, select either Name , Type , Category , or Enabled .
Type	Select the type of portlet: Java or WSRP .

Configure Portlet Definition Area (List of Portlets)

Description	Displays the list of portlets that correspond to the search criteria. You can then select the portlets you want to configure.
Important Information	Click the name of a portlet to open its configuration details.

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click the button to delete the selected portlet.
Category	The portlet category. For a list of the categories and the portlets they include, see "Portlet Categories" on page 38.
Description	The description of the portlet.

GUI Element (A-Z)	Description
Enabled	Select: <ul style="list-style-type: none"> ▶ Yes if the portlet is enabled to be added to a page. ▶ No if the portlet is not available to be added to a page.
Name	The name of the portlet. Click the name of the portlet to open the Configure Portlet Definition page for the selected portlet.
Prev/Next	Click to navigate the search results.
Type	The type of portlet: Java or WSRP .

Configure Portlet Definition: <portlet_name>Area

Description	Enables you to change the name of the portlet, its category, its display mode, and to enable or disable it.
--------------------	---

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
Category	The portlet category. A category helps users find the portlets they need. For a list of the categories and the portlets they include, see “Portlet Categories” on page 38.
Copy	To create a new portlet definition with similar properties as the current portlet definition. Click to open the Copy Portlet Definition page. The page is the same as the Configure Portlet Definition area. Make the changes. For details, see “Configure Portlet Definition: <portlet_name>Area” on page 148.
Created By	The name of the user who created the portlet.
Default Width	Select Wide or Narrow default portlet width. System default is Narrow .

GUI Element (A-Z)	Description
Delete	Click to delete the portlet definition and confirm the deletion.
Description	The description of the portlet.
Enabled	Select: <ul style="list-style-type: none"> ▶ Yes if the portlet is enabled to be added to a page. ▶ No if the portlet is not available to be added to a page.
Last Modification Date	The date the portlet definition was last modified.
Last Modified By	The name of the user who last modified the portlet definition.
Manage Categories	Click the Manage Categories button to add or delete portlet categories. For details, see “Manage Categories Dialog Box” on page 168.
Name	Enter the name of the portlet.
Portlet Display Name	The name of the portlet that is displayed in the page.
Portlet Type	The type of portlet: Java or WSRP .
Prev/Next	To navigate the search results.
View Usage	Displays a list of the users, modules, or hyperlinks that reference the portlet. This is information that you want to take into consideration when you want to disable a portlet or to modify its definition.

Portlet Communication Area

Description	<p>This tab is for future use.</p> <p>To Access: Click the Portlet Communication tab.</p>
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Access Area

Description	<p>Enables you to configure access to the portlet:</p> <ul style="list-style-type: none"> ▶ Selected users/groups can add the portlet to their pages. For details, see “User Access Area” on page 151. ▶ Selected users/groups have modify access to this portlet. For details, see “Administrator Access Area” on page 152. ▶ WSRP consumers can consume the portlet from a remote portal. For details, see “WSRP Access Area” on page 153. <p>To Access: Click the Access tab.</p>
Important Information	<p>For details on the type of access to the module, see “Troubleshooting and Limitations” on page 171.</p>

User Access Area

Description	Enables you to specify the users or groups who can add the portlet to their private My BSM portal.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<ul style="list-style-type: none"> ▶ Click the icon close to the Require users to have one of these privileges box to select the appropriate privilege. For details, see “Portlet Privilege Dialog Box” on page 190. ▶ Click the icon close to the Give access to box to choose the groups with user access to the module. For details, see “Users or Groups Dialog Box” on page 170. <p>Note: You must select at least one user or one group.</p>
	<p>Click to choose the users with user access to the module. For details, see “Users or Groups Dialog Box” on page 170.</p> <p>Note: You must select at least one user or one group.</p>
Allow access to only the following users and groups	Displays the selected users and groups.
Give access to	Select User or Group .
Require users to have one of these privileges	Displays the name of the privilege needed to add the portlet to private pages.

Administrator Access Area

Description	Enables you to select the users or groups who can modify the portlet definition.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with administrator access to the portlet. For details, see “Users or Groups Dialog Box” on page 170. Note: You must select at least one user or group.
	Click to choose the groups with administrator access to the portlet. For details, see “Users or Groups Dialog Box” on page 170. Note: You must select at least one user or group.
Add	Click the Add button to add the selected users or groups of users.
Give access to	Select User or Group .
Name	Displays the name of the user or group of users.
Type	Displays the type (users or groups of users).

WSRP Access Area

Description	Enables you to select to make the portlet available to WSRP consumers. This means that the portlet can be consumed from a remote portal.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Make Portlet Available to WSRP Consumers	Select to make the portlet available to WSRP consumers. Default value: Make Portlet available to WSRP Consumers is set for all Dashboard portlets.

 **Create Module Page**

Description	Enables you to create a module, its pages, and the portlets in the pages, directly from the module tree. You can give sharing access to that module, add comments, and edit the portlets and their layouts. To Access: In My BSM Administration, select Create Modules in the Manage Modules tab.
Included in Tasks	“Create a Module” on page 118

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Create	Click the Create button to open the Create <module_name> dialog box where you can add details on the module.
Description	Enter the description of the module.

GUI Element (A-Z)	Description
Enable	<p>To enable the module, select Yes.</p> <p>To disable the module, select No.</p> <p>Default value: Yes. The module is available for adding to users' portals.</p> <p>Note: If you disable a module after it has been made available, the module is removed from the users shared area and a warning message is issued. The module pages of the disabled module are not removed from the users private area.</p>
Module Name	Enter the name of the module.

Create WSRP URL Dialog Box

Description	<p>Enables you to create a WSRP URL when you want to export portlets from My BSM to a remote portal.</p> <p>To Access: Select Admin > My BSM > Manage Portlet Definitions > Create WSRP URL.</p>
Important Information	<p>The URL can be used with or without user credentials. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.</p> <p>Note to HP Software-as-a-Service customers: Pre-authenticated WSRP URL are supported in HP Software-as-a-Service, and customers can have their own producers. The logon user name, and password must be embedded in the URL. The customer ID is automatically embedded in the URL. The portlet definitions are those of the specific customer ID. When reentering the portlet, the user is logged on automatically.</p>
Included in Tasks	“Administrator Tasks – Workflow” on page 112

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
Authenticate with user from WSRP consumer	Select to use a non-authenticated URL to access the WSRP portlet. You must define a consumer user as one of the users in HP Business Availability Center. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.
Automatically authenticate with the following credentials	Select to use an automatically authenticated URL to access the WSRP portlet. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.
Copy	<p>Click the Copy button to highlight the contents of the Use this URL for WSRP box and to automatically copy this information to the clipboard. You can then copy the URL where needed.</p> <p>Note: In Mozilla Firefox, you must manually copy the contents to the clipboard.</p>
Create	<p>Enter a user name and password, and then click the Create button to create the URL. The default URL in the Use this URL for WSRP box is modified to include the user name and password, as follows:</p> <pre>http://<server_name>/dashboard/wsrp4jproducer.wsd? dsh_username=<user_name>&dsh_password= <password>&dsh_customer=<dsh_customer></pre> <p>Copy the URL to access a My BSM portlet from another portal or to import a portlet from another My BSM machine, with authentication.</p> <p>Note:</p> <ul style="list-style-type: none"> ▶ <user_name> and <password> are encrypted. ▶ <dsh_customer> is automatically inserted. It is not encrypted and represents your Customer ID. Do not modify it!

GUI Element (A-Z)	Description
Password	Enter the logon password if you are using an automatically authenticated URL. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.
Use this URL for WSRP	The box displays the default URL or the URL you created by clicking the Create button.
User name	Enter the logon user name. if you have selected to use an automatically authenticated URL. For details, see “Use a Non-Authenticated or an Authenticated WSRP URL” on page 126.

Edit Group Dialog Box

Description	Enables you to group pages. You can then add pages to the group. To Access: Select the Private Pages root and click the New Group button in the user’s modules tree.
Important Information	You cannot create a group of pages under another group of pages.
Included in Tasks	“Create Users and Groups” on page 117

The following elements are included (unlabeled GUI elements are shown in angle brackets>):


GUI Element (A-Z)	Description
Description	The description of the group of pages.
Group name	The name of the group of pages.



Export My BSM Objects Dialog Box

Description	<p>Enables you to export portlet definitions or modules. You save the resulting XML file and import it into another HP Business Availability Center instance.</p> <p>You would probably export a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test to a production environment. For details on importing portlet definitions or modules, see “Import Portlet Definitions – Optional” on page 113.</p> <p>To Access: Select Admin > My BSM > Manage Portlet Definitions > Export Objects.</p>
Important Information	<p>You can export one or more portlets and one or more modules in one file, or you can export each portlet or module in its own file.</p>
Included in Tasks	<p>“Export Portlets and Modules – Optional” on page 116</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Click the icon near the Export Portlet Definitions box and select the portlets to be exported. If you select several portlets, they are exported together in one file.</p> <p>Click the Export Modules box to choose the modules to be exported and select the modules to be exported. If you select several modules, they are exported together in one file.</p> <p>Note: You can select to export both portlets and modules in one file.</p>
Export	<p>Click the Export button to open the XML file corresponding to the selected object, select all the lines in the file, and copy them to an external application. In the page that opens, click:</p> <ul style="list-style-type: none"> ▶ Open to display the XML file in the Web browser (not recommended). ▶ Save to open the Save As dialog box, navigate to the folder in which you want to save the file, enter a name for the file or accept the default name, and click Save. The selected portlet definitions and modules are exported to an XML file in the location you selected. ▶ Cancel to return to the Export My BSM Objects page without saving the file.
Export Modules	Enter the name of the module.
Export Portlet Definitions	Enter the name of the portlet definition.

Import My BSM Objects Dialog Box

Description	<p>Enables you to import portlet definitions and modules. You would probably import a portlet definition or module when upgrading the HP Business Availability Center version, or when moving data from a test environment to a production environment.</p> <p>To Access: Select Admin > My BSM > Manage Portlet Definitions > Import Portlets and Modules.</p>
Included in Tasks	“Import Portlet Definitions – Optional” on page 113

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Browse	Click the Browse button to locate the folder where the XML file is located. Select the file and click Open to return to the Import My BSM Objects page.
Import	Click the Import button to import the selected object. My BSM displays a window with the import status for the portlet definitions and modules in the XML file.
Import from File	Enter the name of the file.
Replace same Modules	<p>Select to replace a module with the data in the XML file.</p> <p>Note: If both check boxes are cleared, My BSM skips any portlet definitions or modules in the file, whose ID (for example, <uuid>) is the same as in My BSM.</p>
Replace same Portlet Definitions	<p>Select to replace a portlet definition by the imported one.</p> <p>Note: If both check boxes are cleared, My BSM skips any portlet definitions or modules in the file, whose ID (for example, <uuid>) is the same as in My BSM.</p>

Import Portlet Definition Wizard

Description	<p>Enables you to import a portlet definition to make it available to be added to a page in My BSM.</p> <p>To Access: Select Admin > My BSM > Manage Portlet Definitions > Import Portlet Definition.</p>
Important Information	<p>Only one portlet can be selected at a time.</p>
Included in Tasks	<p>“Import Portlet Definitions – Optional” on page 113</p>
Wizard Map	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page</p>

Choosing Portlet Type Page

Description	<p>Enables you to select the type of portlet you want to import.</p>
Important Information	<p>For important information, see “Import Portlet Definition Wizard” on page 160.</p>
Wizard Map	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page</p>


The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Java Portlet WSRP Portlet	Select the type of portlet you want to importing: Java or WSRP. For details on the types of portlets, see “Java and WSRP Portlets” on page 111.
Next	Click the Next button to open the next wizard page. For details, see “Select from Available Portlets Page” on page 163 if you have selected Java Portlet or see “Define Producer Web Service Page” on page 161 if you have selected WSRP Portlet .

Define Producer Web Service Page

Description	Enables you to enter the WSRP Producer URL from which you want to import portlets. This page is displayed when you have selected WSRP Portlet in the previous page of the wizard.
Important Information	For important information, see “Import Portlet Definition Wizard” on page 160.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to open the list of existing producer URLs where you can select the required URL.
Manage WSRP Producers	Click the Manage WSRP Producers button to open the Manage WSRP Producers page where you can manage WSRP producers.
Next	Click the Next button to open the next wizard page. For details, see “Select from Available Portlets Page” on page 163.
Predefined Producer URL	Enter the name of a predefined producer URL.
WSRP Producer URL	<p>Enter the URL of a Web service that provides portlets through the WSRP protocol. If your consumer is:</p> <ul style="list-style-type: none"> ▶ Another My BSM user. Enter a URL with the following format: http://<server_name>/dashboard/wsrp4jproducer.wsdl ▶ An external portal. Enter the appropriate URL. <p>My BSM contacts the Web service to determine which portlets are available and displays them in the next page.</p> <p>Note: If you import a portlet from another My BSM machine, you can use a URL that includes the authentication information. For details, see “Create WSRP URL Dialog Box” on page 154.</p>

 **Select from Available Portlets Page**

Description	<p>Enables you to select the portlet to be imported.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ Select Java Portlet in the Choose Portlet Type page and click Next. ▶ Click Next in the Define Producer Web Service page.
Important Information	<p>In the Select from Available Portlets page, you can select only one portlet at a time.</p> <p>For important information, see “Import Portlet Definition Wizard” on page 160.</p>
Wizard Map	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page</p>

The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<Java Portlet>	<p>Select a Java portlet.</p> <p>A red check mark next to a portlet signifies that it has been imported previously.</p> <p>For details, see “Java and WSRP Portlets” on page 111.</p>
Finish	<p>Click the Finish button to perform other actions, such as importing another portlet definition. For details, see “Confirm a Successful Import Page” on page 168.</p>
Next	<p>Click the Next button to open the next wizard page.</p>

 **Enter Portlet Information Page**

Description	Enables you to change the portlet information, such as the name or category.
Important Information	For important information, see “Import Portlet Definition Wizard” on page 160.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Category	Select one or more categories that characterize the portlet. A category helps users find the portlets they need. For a list of the categories and the portlets they include, see “Portlet Categories” on page 38.
Default Width	Select Wide or Narrow default portlet width. System default is Narrow .
Description	To aid users, enter a description of the portlet. The maximum length of the description is 1800 characters.
Enabled	Choose Yes (default) to enable the portlet to be added to a page. (You would probably choose No in a testing environment.)
Finish	Click the Finish button to perform other actions, such as importing another portlet definition. For details, see “Confirm a Successful Import Page” on page 168.

GUI Element (A-Z)	Description
Manage Categories	<p>Click the Manage Categories button to add or delete portlet categories. For details, see “Manage Categories Dialog Box” on page 168.</p> <p>For a list of the categories and the portlets they include, see “Portlet Categories” on page 38.</p>
Name	<p>Enter a new name for the portlet.</p> <p>Note: The name of the portlet must be unique. The maximum length of the name is 80 characters. This field is mandatory.</p>
Next	<p>Click the Next button to open the next wizard page. For details, see “Configure Access Page” on page 165.</p> <p>If a portlet definition with the same name already exists, My BSM displays a message. Return to the Import Portlet Definition page and change the name.</p>

Configure Access Page



Description	<p>Enables you to configure access rights to the portlet, for users, groups of users, and administrators.</p> <p>Note: Access to a portlet definition is given, by default, to all users and all administrators. If you assign access rights to specific users or groups of users, or to specific administrators, My BSM removes the All Users or All Portlet Definition Administrators types from the list and replaces them with the user, group of users, or administrator you selected.</p>
Important Information	<p>In this page, decide whether users need a special license to access the portlet.</p> <p>Note: To configure a portlet definition, the user must have the permission to configure a portlet definition. Select Admin > Platform > Users and Permissions > User Management, select the My BSM context, select Portlet Definitions, and assign the permissions.</p> <p>For important information, see “Import Portlet Definition Wizard” on page 160.</p>

Wizard Map	<p>Import Portlet Definition Wizard:</p> <p>Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page</p>
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User Access Area

Description	Enables you to select the users or groups who can add the portlet to their private My BSM portal.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	<p>Click the icon near the Require users to have one of these privileges box to choose a privilege.</p> <p>Click the icon near the Give Access to box to choose the groups with read-only access to the module.</p> <p>For details, see “Users or Groups Dialog Box” on page 170.</p>
	Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 170.
Give Access to	<p>Select User or Group.</p> <p>Note: You must select at least one user or one group.</p>
Name	The name of the selected user or group of users.
Require users to have one of these privileges	<p>Enter the name of the application for which you have a license.</p> <p>Note: A user without the correct license for the application on which the portlet is based, cannot access the portlet.</p>
Type	Displays the type (users or groups of users).

Administrator Access Area

Description	Enables you to select the users or groups who can modify the portlet definition and who can also add the portlet to their private pages.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to choose the users with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 170. Note: You must select at least one user or one group.
	Click to choose the groups with read-only access to the module. For details, see “Users or Groups Dialog Box” on page 170. Note: You must select at least one user or one group.
Give Access to	Select User or Group . Note: You must select at least one user or one group.
Name	The name of the selected user or group of users.
Type	Displays the type (users or groups of users).

Make Portlet Available to WSRP Consumers

Description	Enables you to make the WSRP portlet available for Web service clients.
--------------------	---

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Make Portlet available to WSRP Consumers	Select to make the WSRP portlet available for Web service clients.


Confirm a Successful Import Page

Description	The last stage of the procedure is to confirm that the portlet has been successfully imported. My BSM displays a message confirming a successful import.
Important Information	For important information, see “Import Portlet Definition Wizard” on page 160.
Wizard Map	Import Portlet Definition Wizard: Choosing Portlet Type Page > Define Producer Web Service Page > Select from Available Portlets Page > Enter Portlet Information Page > Configure Access Page > Confirm a Successful Import Page

Manage Categories Dialog Box

Description	During the procedures for importing or configuring a portlet definition, you can select portlet categories that enable users to more easily find a specific portlet to add to their portal. My BSM categories include the HP Business Availability Center applications, such as Service Level Management, Dashboard, and End User Management. You can add categories to the list. To Access: In the Import Portlet Definitions or Configure Portlet Definitions page, click the Manage Categories button to open the Manage Categories page.
Included in Tasks	“Manage Portlet Categories – Optional” on page 115





The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to delete the appropriate user-defined category. Note: You cannot delete built-in categories: Dashboard, General, CMDB, End User Management, and SLM.
New Category	Enter the name of a new category and click Add . For a list of the existing categories and the portlets they include, see “Portlet Categories” on page 38.



Manage WSRP Producers Page

Description	Enables you to manage WSRP producers. To access: Click the Manager WSRP Producer button in the Import Portlet Definition (WSRP) dialog box.
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The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Opens the Edit WSRP Producer dialog box where you can edit the WSRP produced definition.
	Deletes the corresponding WSRP producer entry.
Description	The description of the WSRP producer.
Name	The name of the WSRP producer.
Status	Displays: <ul style="list-style-type: none"> ➤  If the WSRP Producer URL is available. ➤  If the WSRP Producer URL is unavailable.
URL	The URL of the WSRP producer.

Users or Groups Dialog Box

Description	<p>Enables you to select users or groups.</p> <p>To Access: In the pages and dialog boxes of My BSM, click:</p> <ul style="list-style-type: none"> ➤ The users button  ➤ The groups button 
Important Information	For details on defining users and groups, select Admin > Platform > Users and Permissions .

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Available/Selected	Move users or groups from the Available area to the Selected area to select them.
Change Order	Click the Change Order button to change the order of the users or groups in the Selected area.
Find	Enter the first letters of a user or group of users name and click the button to display all the users or groups whose name starts with those letters.
Show All	Click the Show All link to display a list of all the available users or groups.
User	Enter the name of the user or the first letters of the user or group of users name and click Find .

Troubleshooting and Limitations

This section includes My BSM troubleshooting and limitations.

HP Software Support

To facilitate diagnosis, customers reporting problems to HP Software Support are required to provide a simple, reproducible case that demonstrates the error in the My BSM portal.

CMDB Portlets

To view the CMDB portlets and the CMDB category in the list of available portlets, you must have performed the procedure described in “Set Up CMDB Portlets” on page 125.

Access to a Portlet Definition

Access is given, by default, to all users and all administrators. If you assign access rights to specific users or security groups, or to specific administrators, My BSM removes the All Users or All Portlet Definition Administrators security type from the list and replaces the type with the user, security group, or administrator you chose.

WSRP Portlets

To be able to view HP Business Availability Center WSRP portlets, a user must, at least once, login to the HP Business Availability Center application and open the My BSM application every time HP Business Availability Center has been restarted.

Troubleshoot the Deployment of External Custom Java Portlets

- ▶ **I have HP Business Availability Center configured in a cluster. What else do I need to do to use my custom Java portlet?**

“Deploy External Custom Java Portlets” on page 128 describes how to deploy a custom portlet on a single Gateway server. Multiple Gateway servers must each have access to the custom portlet code. Therefore, you must repeat the steps outlined in “Deploy External Custom Java Portlets” on page 128 to deploy your Java portlet to each distinct Gateway server file system.

Or, as a shortcut, copy your web archive directory to the corresponding location on each Gateway server, and update each Gateway server's `java_portlets.xml` file accordingly.

- ▶ **If I need to make changes to my Java portlet after it is imported into HP Business Availability Center Dashboard, do I need to re-import it?**
Delete the portlet definition from HP Business Availability Center. For details, see “Configure Portlet Definitions Dialog Box” on page 146. Then, stop and restart HP Business Availability Center and re-import the portlet definition. For details, see “Import Portlet Definition Wizard” on page 160.
- ▶ **If I need to make changes to my Java portlet after it is imported into HP Business Availability Center Dashboard, do I need to stop and restart the Gateway server?**

If your portlet uses JSPs, you can make modifications to the JSPs without needing to restart the Gateway server.

If you change the portlet's Java code, any of the descriptor files, or if you re-deploy your portlet's `war` file, you must stop and re-start the Gateway server.

IMPORTANT: Jboss's hot-deploy feature is not compatible with the Pluto portal. If you hot-deploy the portlet, it stops working for all of your users until you restart the Gateway server.

4

My BSM Portal

This chapter includes the main concepts, tasks, and reference information for My BSM portal (application).

This chapter includes:

Concepts

- ▶ My BSM Application on page 173

Tasks

- ▶ Personalize Your My BSM Portal – Workflow on page 174

Reference

- ▶ My BSM Portal User Interface on page 178

My BSM Application

To access the My BSM application pages, select **My BSM** in the main navigation bar.

You use My BSM application to:

- ▶ Display the pages set up for you by the Administrator. The application enables you view the contents of the page portlets.
- ▶ Add pages and portlets, and personalize custom pages.

For details, see “My BSM Page” on page 184.

Personalize Your My BSM Portal – Workflow

Your portal has been set up by the My BSM administrator and includes pages that are of interest to you. You can personalize your My BSM portal by creating groups of pages, creating private pages, adding portlets to pages, copying and moving pages, copying and moving portlets, specifying and running the pages rotation, and more.

This task includes the following steps:

- “Add Pages to Your Portal” on page 174
- “Manage the Pages in Your Portal” on page 175
- “Create a Group of Pages and Add Pages to the Group” on page 175
- “Manage the Portlets in Your Portal” on page 175
- “Use an HTML Portlet” on page 178

1 Add Pages to Your Portal

To add pages to your portal, you can:

- **Add an empty page to your portal.** For details, see **Add** in “Edit Page Dialog Box” on page 179.
- **Add shared pages.** Shared pages are either provided by HP or configured by your My BSM administrator. After you add a shared page to your portal, you can edit the page to meet your specific requirements. For details on adding a preconfigured page, see “Add a User’s Pages to Module Dialog Box” on page 135.

2 Manage the Pages in Your Portal

You can manage your portal pages in the following ways:

- **Change the name of a page.** Click **Personalize** to open the Private Page tree, click the page to open the Edit page dialog box. For details, see **Page Name** in “Edit Page Dialog Box” on page 179.
- **Change the order of the pages.** Click **Personalize** to open the Private Page tree. Select the page you want to move and use the **Up** or **Down** buttons. For details, see “Edit Page Dialog Box” on page 179 (see the Up/Down section).
- **Specify and run the page rotation.** In My BSM, select the page and click **Page Rotation**. For details, see “Page Rotation Dialog Box” on page 189.

3 Create a Group of Pages and Add Pages to the Group

You can organize your pages into logical groups according to how you want to use them. For example, to monitor the same service for different time periods (past week and past month), create a group of pages that includes the monitoring portlets and set them up for the **Past Week** time period, and create another group of pages that includes the same monitoring portlets set up for the **Past Month** time period.

You can create standalone pages, with copies within groups, or pages can exist only within a group.

For details on creating or editing a group, see “Edit Group Dialog Box” on page 156.

4 Manage the Portlets in Your Portal

You can manage the portlets in your portal pages in the following ways:

- **Add portlets to a page.** You add portlets to a page you are creating a page or to an existing page.

For details on adding a preconfigured page, see “Add a User’s Pages to Module Dialog Box” on page 135.

For details on adding a user or group preconfigured page, see “Users or Groups Dialog Box” on page 170.

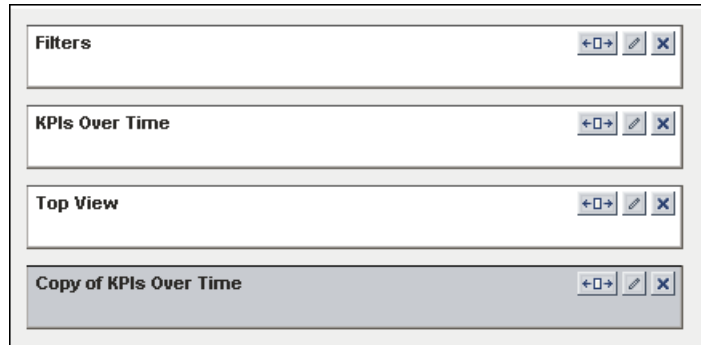
Note:

- ▶ If a portlet is added to a page, and is then disabled, the portlet is removed from the page. If you re-enable the portlet it remains removed from the page and you must add it again to the page.
 - ▶ Before you add a CMDB portlet ensure that it has been set up properly. For details, see “Set Up CMDB Portlets” on page 125.
 - ▶ The procedure you use to add an RSS portlet is different from the regular procedure. For details on setting up RSS portlets, see “Edit Preferences: RSS Portlet” on page 97.
-

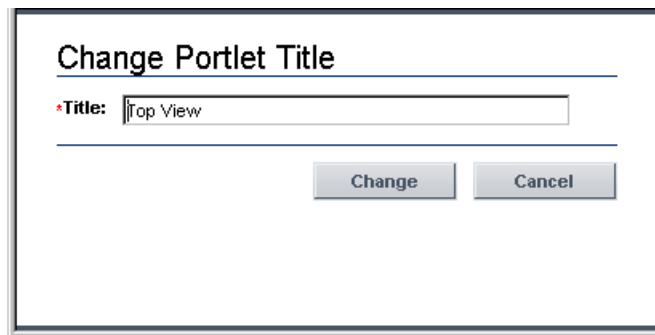
- ▶ **Modify a portlet, change its location on the page, and more.** You change the portlet location on the page, expand the portlet or shrink it, edit the portlet preferences, change the portlet title, copy/paste a portlet to the same page or move it to another page, or delete portlet information. For details on adding a portlet to a page, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 53.
- ▶ **Edit/customize a portlet.** You edit a portlet by:
 - ▶ **Changing the portlet title.** Click the **Change Title** button and change the title in the Change Portlet Title dialog box.
 - ▶ **Modifying the portlet preferences.** Each portlet has different preferences. For details on portlet preferences, see “Edit Preferences <portlet_name> Dialog Box” on page 58.
 - ▶ **Modifying an SLM portlet advanced defaults.** For details on portlet preferences, see “Advanced Options Dialog Box” in *Using Service Level Management*.

Example – Clone a Portlet

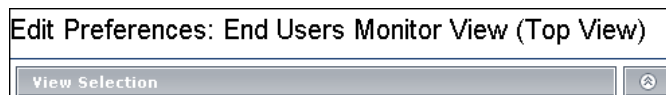
Clone a portlet if you want to show the same report but for a different time range. To clone the portlet, copy and paste it in the tree of pages/modules. A copy of the portlet is added to the bottom of the page.

**Example – Change a Portlet Title**

Change the current title of the portlet in your portal page from Top View to End Users Monitor View. Edit the Top View portlet and click **Change Title** to open the Change Portlet Title dialog box. Enter the new title.



The Edit Preferences page of the portlet displays the new title and the default title included in brackets.



The new portlet title displayed in the portal is:



5 Use an HTML Portlet

You can use the HTML portlet to enter your own HTML code in a portlet in My BSM.



For details, see “Use an HTML Portlet” on page 35.

My BSM Portal User Interface

This section describes:



- ▶ Edit Page Dialog Box on page 179
- ▶ Manage Favorites Page on page 183
- ▶ My BSM Page on page 184
- ▶ Page Rotation Dialog Box on page 189
- ▶ Portlet Privilege Dialog Box on page 190

Edit Page Dialog Box

Description	<p>Enables you to manage pages, portlets, and user pages.</p> <p>To Access:</p> <ul style="list-style-type: none"> ▶ In My BSM, click the Personalize  button. ▶ In My BSM Admin, in the Configure Module page: <ul style="list-style-type: none"> ▶ Select the module in the tree and click the New Page  button. ▶ Right-click the module in the tree and select New Page. ▶ Right-click a page in the tree and select Edit.
Important Information	<p>The page is split into two main panes: the tree of pages and the dialog box. The left pane is split into the Private Pages area and the Shared Pages area. For details, see “Module/Page Tree” on page 10.</p> <p>Note: When a new user is added to a group, the modules assigned to the group and their permissions are automatically passed on to the new user.</p>
Included in Tasks	<p>“Personalize Your My BSM Portal – Workflow” on page 174</p>




Tree of Pages Area




The following elements are included (unlabeled GUI elements are shown in angle brackets>):



GUI Element (A-Z)	Description
	<p>Click to expand or collapse the left pane.</p>
	<p>This icon appears in the Shared Pages area of the tree in My BSM for modules or pages that can only be viewed (you cannot copy them or modify them).</p>
<p><context menu options from the elements in the tree></p>	<p>Right-click an element in the left pane to display the context menu options. For details, see “Context Menu Options and Toolbar Icons” on page 140.</p>

GUI Element (A-Z)	Description
<toolbar icons>	Select an element in the left pane and click the appropriate toolbar icon. For details, see “Context Menu Options and Toolbar Icons” on page 140.
<tree of pages>	<p>Displays the following hierarchies:</p> <ul style="list-style-type: none"> ▶ The Private Pages root and, as children of the root, the pages and portlets of the user added, by the user, to the Private Pages. ▶ The Shared Pages root and, as children of the root, the pages and portlets of the modules created by the administrator. ▶ The built-in Default Module. For details, see “Default Modules” on page 12. <p>Double-click a portlet in the tree to open the Edit Preferences dialog box for the portlet.</p>

Context Menu Options or Toolbar Icons

GUI Element (A-Z)	Description
 Add	<p>To add a new page or a user page to the Private Pages area, right-click Private Pages, select the option or select a module, click the icon and select:</p> <ul style="list-style-type: none"> ▶ New Page to add a blank page. For details, see “Edit Page Dialog Box” on page 179. ▶ New Group to add a group. For details, see “Edit Group Dialog Box” on page 156.
 Back	Click to return to the Create Module page.
 Copy	<p>To copy a page, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To copy a portlet, right-click the portlet and select the option or select the page in the tree and click the button.</p>

GUI Element (A-Z)	Description
 <p>Cut</p>	<p>To cut a page before pasting it, right-click the page and select the option or select the page in the tree and click the button.</p> <p>To cut a portlet before pasting it, right-click the portlet and select the option or select the portlet in the tree and click the button.</p> <p>This capability is not supported for shared pages.</p>
 <p>Delete</p>	<p>To delete a page in the tree, right-click the page and select Delete, or select the page, and click the button. You must also confirm the deletion.</p> <p>To delete a portlet in the tree, right-click the portlet and select Delete, or select the portlet, and click the button. You must also confirm the deletion.</p>
<p>Edit</p>	<p>To edit a page, right-click the page and select the option. For details, see “Edit Page Dialog Box” on page 179. You can then add portlets to the page or delete them from the page. To edit a portlet, right-click the portlet and select the option. For details, see “Edit Preferences <portlet_name> Dialog Box” on page 58.</p>
 <p>Paste</p>	<p>After you select a page and copy/cut it, right-click Private Pages and select Paste, or click Private Pages, and click the button.</p> <p>After you select a portlet and copy/cut it, right-click the page where you want to paste it and select Paste, or click the page where you want to paste the portlet, and click the button.</p>

GUI Element (A-Z)	Description
 Up/Down	<p>To reorder the pages in the Private Pages area, right-click the page and select Up or Down, or select a page in the module, and use the Up and Down buttons.</p> <p>You can also rearrange the modules in the Shared Pages area; this change affects only the modules in your Shared Pages area.</p>
 View	<p>To display a preview of the page with real data, right-click the page and select View or select a page and click the button.</p> <p>To display a preview of the portlet with real data, right-click the portlet and select View or select a portlet and click the button.</p>

Edit Page Area




The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
<portlets>	<p>Each portlet in the page is represented by a box. For more details, see “My BSM Page” on page 184.</p> <p>Note: If the user does not have the appropriate permissions to view the portlet, an error message is displayed inside the portlet box.</p> <p>Double-click a portlet to open the Edit Preferences dialog box for the portlet.</p>
Add Portlets	<p>Click the Add Portlets button to add portlets to the page. For details, see “Add Portlets to <page_name>/Add Portlets Dialog Box” on page 53.</p>
Page Name	<p>Enter the name of the page.</p>
Preview	<p>Click the Preview button to preview the page. The page is displayed with real data.</p>

Manage Favorites Page

Description	<p>Enables you to add or remove pages from the favorite's list.</p> <p>To access: Click the Favorites  button and select the Manage Favorites  option in My BSM main page.</p>
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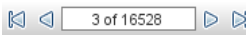


The following elements are included (unlabeled GUI elements are shown in angle brackets>):






GUI Element (A-Z)	Description
	Select a favorite page in the Private and Shared pages boxes and click the button to make the page a favorite page.
	Select a favorite page in the right box and click the appropriate button to change the order of the pages in the favorite's list.
Edit	Select a favorite page and click the Edit button to open the Edit Favorite dialog box where you can modify the favorite page title and description. The description is displayed in a tooltip in My BSM page.
New	<p>Click the New button to open the New Favorite dialog box where you can specify a title and a description for the new favorite page, and add a URL. The icon for such a favorite page is as follows:</p> <div data-bbox="615 1147 736 1190" style="border: 1px solid black; padding: 2px; display: inline-block;"> HP Page</div>
Remove	Select a page in the list of favorite pages and click the Remove button to remove to remove the page from the favorites menu bar.







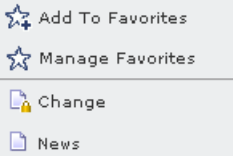








My BSM Page

Description	Displays the pages set up for you by the Administrator. Enables you to personalize pages, to add new pages to the portal, and to add portlets to pages. To Access: Select My BSM in the Business Availability Center menu bar.
Important Information	If a portlet contains no data, My BSM displays only the portlet's title bar. You can set the cursor on a portlet's title bar and drag and drop the portlet in another location on the page.
Included in Tasks	"Add Pages to Your Portal" on page 174

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	The icon in the left top corner of the page indicates that the current page is a Shared page (icon with the lock) or a private page (icon without the lock).
	Click to display the previous page or the next page.
	An orange box in the Switch to page menu indicates a page or a portlet that you have not yet viewed since its creation or since a change has been made to its definition. If a portlet definition has changed, the pages that include the portlet are also assigned the orange box. Note: The symbol disappears as soon as you open the page for the first time.
	A check mark indicates the current page in the Switch to page menu.




GUI Element (A-Z)	Description
	<p>Click to view the My BSM administrator's comments for the module in the <module-name> Module Comments page.</p> <p>The administrator uses the module comments to inform users of changes to pages or portlets in the module.</p>
	<p>Click to open the Page Rotation dialog box, where you can specify the rotation time and if you want the pages to be displayed in pop-up mode. For details, see "Page Rotation Dialog Box" on page 189.</p>
	<p>Click to personalize your My BSM portal. For details, see "Edit Page Dialog Box" on page 179.</p>
	<p>Click to stop the rotation as defined in Page Rotation dialog box. For details, see "Page Rotation Dialog Box" on page 189.</p>
	<p>When you want to add a portlet directly in the My BSM page, click the button to open the Add Portlets dialog box. This button is available only in private pages.</p>







GUI Element (A-Z)	Description
	<p>Click to select the following options:</p> <ul style="list-style-type: none">  Add to favorites. The page is added to the favorite's shortcuts. <div data-bbox="586 331 1065 378" style="border: 1px solid black; padding: 2px; margin: 5px 0;">  Change  Filter page  Discovery  News </div> <p>Click any icon in the favorite's list to display the corresponding page.</p> Note: When you select more favorites than can fit in the list, the additional favorites are listed below the Favorites menu. <div data-bbox="582 562 832 770" style="border: 1px solid black; padding: 5px; margin: 5px 0;">  <ul style="list-style-type: none">  Add To Favorites  Manage Favorites  Change  News </div>  Manage favorites. Opens the Manage Favorites page.
<p><favorites toolbar></p>	<p>A toolbar to the right of the Switch to page and the right-button.</p> <div data-bbox="586 961 889 1003" style="border: 1px solid black; padding: 2px; margin: 5px 0;">  Filter page  Change  HP Page </div> <p>The toolbar lists the pages that you have defined as favorites using the Favorite button. The blank page icon indicates a private page, the page with a lock icon indicates a shared page, and the page with a globe icon indicates a URL created in the Manage Favorites dialog box.</p>
<p>Shared Page</p>	<p>Indicates that the administrator has set the page's access status to Allow access to all users but did not set Enable users to copy this module pages to their private dashboard. For details, see "Configure Modules Dialog Box" on page 137.</p>

GUI Element (A-Z)	Description
Stop	Appears in a page that is rotating. Click to stop the rotation.
Switch to page...	Click the Switch to page... button, and select a page or a portlet to display in the menu that opens. Note: <ul style="list-style-type: none"> ▶ If you have not yet viewed a page, an orange box appears to the left of the page name in the menu. ▶ My BSM remembers the last visited page, per session, so when you display a specific page in My BSM and access another application, the specific page is redisplayed when you return to My BSM.


Portlet Frame

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
	Click to display help about a specific portlet.
	Click to edit the portlet preferences. The portlet preferences are configured in HP Business Availability Center. For details on a particular portlet's preferences, see "Edit Preferences <portlet_name> Dialog Box" on page 58.
	Click to open the edit portlet menu. Select one of the following options: <ul style="list-style-type: none"> ▶ Edit. Select to open the Edit Preferences dialog box where you can edit the portlet preferences. ▶ Edit Portlet Title. Select to open the Change Portlet Title dialog box where you can edit the portlet title. ▶ Delete. Select to remove the portlet from the My BSM page.

GUI Element (A-Z)	Description
	Click to maximize the portlet, so that My BSM displays the portlet across the two columns.
	Click to minimize the portlet, so that only the portlet's title bar is displayed. Click the button again to redisplay the portlet.
	Move the mouse over the button to display the filters defined for the HP Business Availability Center report.
	Indicates that the trend of the calculated measurement is up. For details, see "Create Measurement Dialog Box" in <i>Reports</i> .
	Indicates that the trend of the calculated measurement is down. For details, see "Create Measurement Dialog Box" in <i>Reports</i> .
	Indicates that the trend of the calculated measurement is the same (no change). For details, see "Create Measurement Dialog Box" in <i>Reports</i> .
<context menu options>	In some of the portlets, use the context menu options to access other reports. For details on the context menu options in Dashboard portlets, see "Customize Dashboard Display and Refresh Rate" or "Menu Options" (for the Top View portlet) in <i>Using Dashboard</i> .
Back	Click the Back button to return the portlet to its original size (across one column) after you have maximized it.


Page Rotation Dialog Box

Description	Enables you to specify the rotation rate of the pages in your My BSM application, and whether you want to display the pages in popup mode. To Access: In My BSM page, click the Page Rotation button  .
Important Information	A page that is rotated is automatically refreshed before it is displayed. It is not refreshed during the period of time it is displayed.
Included in Tasks	“Personalize Your My BSM Portal – Workflow” on page 174

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Full Screen	Optionally, select Full screen to display each page of My BSM in a pop-up page.
Interval	Enter the page rotation time. For example, if you enter 15 seconds, each page defined in My BSM is displayed, one after the other, every 15 seconds.

Portlet Privilege Dialog Box

Description	Enables you to select the applications for which you have a license. To Access: In the pages and dialog boxes of My BSM, click the Privilege button  .
Important Information	For details on defining privileges, see “User Management – Overview” in <i>Platform Administration</i> .

The following elements are included (unlabeled GUI elements are shown in angle brackets>):

GUI Element (A-Z)	Description
Available/Selected	Move privileges from the Available area to the Selected area to select them.
Change Order	Click the Change Order button to change the order of the privileges in the Selected area.
Find	Enter the first letters of the privilege name and click the button to display all the privileges whose name starts with those letters.
Privilege name starts with	Enter the name of the application, or the first letters of the application name for which you have a license and click Find .

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