HP Business Availability Center

for the Windows and Solaris operating systems

Software Version: 7.50

CI Attribute Customization

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Table of Contents

Welcome to This Guide

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

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 chapters:

Part I   CI Attribute Customization Reference

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

Part II   Repositories

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

Who Should Read This Guide

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

➤ HP Business Availability Center administrators

➤ HP Business Availability Center platform administrators

➤ HP Business Availability Center application administrators

➤ HP Business Availability Center data collector administrators

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

Getting More Information

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

Part I

CI Attribute Customization Reference

1

CI Type Manager

This chapter provides information on CI Type Manager.

Note to HP Software-as-a-Service customers: The data in CI Type Manager can be viewed but not edited.

This chapter includes:

Concepts

🔧 CI Types Overview

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

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

➤ **Business.** CITs that correspond to the logical elements of your business, such as processes and organizational groups.

➤ **Dynamic Node Factory.** CITs that dynamically generate CIs in response to incoming data from your data sources.

➤ **IT Process.** CITs that correspond to changes that occur in your IT infrastructure.

➤ **Monitor.** CITs that handle incoming metrics collected from your business universe.

➤ **System.** CITs that correspond to the physical elements (hardware and software) installed in your business environment.

The CITs are arranged in a tree structure under these categories in the CI Types pane. You can browse the CI Type model by expanding the tree in the CI Types pane. The CIT selected in the left pane is displayed in the topology map along with all the potential valid relationships to other CITs.

You can also define new CITs to match your business needs. For details on defining new CITs, see "Create Configuration Item Type Wizard" on page 23.

🔩 CI Type Attributes

Every CI type has attributes which define it such as name, description, and default value. The CITs grouped under other CITs in the CI Type tree inherit attributes from the higher-level CITs.

When you define a new CI type, you first select a Base Configuration Item Type from a list of existing CITs. Your new CIT inherits the attributes of the existing CIT. You can then set the attributes for the new CIT. You edit the attributes of an existing CIT by selecting a CIT from the tree in the CI Types pane and selecting the Attributes tab of the topology map. For details on CIT attributes, see "Attributes Page" on page 25.

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

Entity names in HP Business Availability Center for CMDB-based applications follow the conventions described below:

➤ **CIT attributes values.** All primitive types are supported: long, double, float, string, and so on.

➤ **CIT attributes values-type string.** All special characters are supported. The maximum length is 4000 characters.

➤ **CIT names and attributes names.** The following are permitted: a-z, A-Z, and underscore (_). The length is limited to 200 characters. The CIT name must be in English.

➤ **CIT attribute length.** The total length of all the attributes in one CIT cannot exceed 8K due to a Microsoft SQL Server limitation.

🔵 CI Type Relationships

A relationship defines the link between two CIs. Relationships represent the dependencies and connections between the entities in your IT environment. When you select Relationships in the drop-down box in the CI Types pane, the topology map displays all the valid instances of CITs linked by the selected relationship.

The same attributes defined for CITs are also defined for relationships. You can also assign key attributes for relationships but it is not required. For details on defining new relationship types, see "Create Configuration Item Type Wizard" on page 23.

🔵 Create a CI Type

This task describes the process you follow to create a CIT using the Create CI Type wizard.

This task includes the following steps:

➤ "Prerequisites" on page 14
➤ "Define the CI Type" on page 14
➤ "Set the CI Type Attributes" on page 15
➤ "Assign Qualifiers to the CI Type" on page 15
➤ "Assign an Icon to the CI Type" on page 15
➤ "Customize the CI Type Menu" on page 15
➤ "Define the CI Type Default Label" on page 15

1 Prerequisites

From the CI Type Manager, select **New** to start the Create CI Type Wizard.

2 Define the CI Type

Enter the name, description and base configuration item type for the new CI type. For details, see "Details Page" on page 24.

3 Set the CI Type Attributes

Edit the attributes of the new CI type and define key attributes for it. For details, see "Attributes Page" on page 25.

Note: List and Enumeration definitions are created in the System Type Manager. If required, you can create additional List and Enumeration definitions. For details, see "Create List and Enumeration Definitions" on page 38.

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4 Assign Qualifiers to the CI Type

Assign qualifiers to the definition of the new CI type. For details, see "Qualifiers Page" on page 28.

5 Assign an Icon to the CI Type

Select an icon to assign to the new CI type. For details, see "Icon Page" on page 30.

6 Customize the CI Type Menu

Select the menu items and commands to appear in the shortcut menu for the new CI type. For details, see "Attached Menu Page" on page 31.

7 Define the CI Type Default Label

Define the attributes to appear in the CI type label. For details, see "Default Label Page" on page 34.

Viewing Descriptions for CI Types and Relationships

You can view a complete list of available CI types in tree format in the left pane of CI Type Manager. You can search incrementally for a specific CI type as described in "CI Type Manager" on page 19. To see a description for a particular CI type, select it from the tree and hold the pointer over the icon which corresponds to it in the Topology Map. A tooltip containing a description of the CI type is displayed.

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

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

CI Type Manager User Interface

This section describes:

➤ Add/Edit Attribute Dialog Box on page 16

➤ Add/Remove Relationship Dialog Box on page 19

➤ CI Type Manager on page 19

➤ Create Configuration Item Type Wizard on page 23

Add/Edit Attribute Dialog Box

Description	Enables you to define a new attribute to add to a CIT or to edit an existing attribute of a CIT.
	To access: In the CIT Manager, select the Attributes tab, then click the **Add** button, or select an attribute and click the **Edit** button or double-click the attribute.
Important Information	In Edit mode, fields that cannot be changed are disabled.

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

GUI Element (A-Z)	Description
Advanced	You can set the following optional parameters: ➤ **Index.** Select to accelerate the attribute retrieval performance. This option is recommended for attributes that are used frequently in search conditions. For example, IP address is usually an index attribute of a host. ➤ **Lower Case.** When this option is selected, the attribute value remains in lower case. ➤ **Required.** Select to define this attribute as a required one, if its value is required for the creation of the CIT. ➤ **Visible.** Select to display this attribute in the Properties tab in IT Universe Manager. ➤ **Editable.** Select to enable future editing of the attribute. Only attributes that are marked as **Editable** (or ones that have values) are displayed in the Properties tab in IT Universe Manager. ➤ **Password.** When this option is selected, the attribute value appears as asterisks (a hidden value). ➤ **Change Monitored.** Select to define attributes whose values are being marked as **Change Monitored** in CI Type Manager. For every change in an attribute defined as **Change Monitored**, you are notified by a Change event in the Topology View. ➤ **Comparable.** Select to enable this attribute to be used for comparing compound CIs. ➤ **Asset Data.** Select to display the attribute value in the Asset Report.
Attribute Name	Enter a unique name for the new attribute. The name can contain all characters except the following: " \ / [ ] : | < > + = ; , ? * **Note:** The attribute name is not case sensitive.

GUI Element (A-Z)	Description
Attribute Type	Select one of the following options: ➤ **Primitive.** Choose from one of the following field types: boolean, bytes, date, double, float, integer, integer_list, long, string, string_list, xml. ➤ **Enumeration/List.** Contains a list of Enumerations and Lists defined in the System Type Manager. For details, see "System Type Manager" on page 37. This option enables you to define an attribute with a predefined value. For example, a location attribute might be defined by a **location** list containing the following values: Singapore, Paris, New York.
Default Value	Enter or select a default value for the attribute. The options for the **Default Value** field vary depending on the attribute type you selected. **Note:** If you select the integer_list or string_list **Primitive** attribute type, you can enter multiple values.
Description	Enter a description for the new attribute. **Note:** This field is optional.
Display Name	Enter a name for the new attribute to identify it in HP Business Availability Center. **Note:** This field is optional.
Value Size	Enter a value for the maximum physical size of the new attribute. (Enabled for bytes and string only).

🔖 Add/Remove Relationship Dialog Box

Description	Enables you to add or remove default or new relationships between CITs, which define their physical or logical connections. **To access:** In the CIT Manager, right-click a CIT or two CITs and select **Add/Remove Relationship** from the context menu.
Important Information	When adding a relationship between two CITs, select the two CITs to be linked by holding down CTRL and clicking the CIT names. Then right-click one of them to display the context menu and select **Add/Remove Relationship**.

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

GUI Element (A-Z)	Description
<node1 to node2>	Select the relationships to add in the direction of the first node to the second.
<node2 to node1>	Select the relationships to add in the direction of the second node to the first.
Relationship Name	A list of the possible relationships.

🔖 CI Type Manager

Description	Enables you to view the information in the CI Type model, which contains the definitions of all configuration item types (CITs) defined in the system and the relationships that define the connections between them. Each CIT has its own attributes, as well as the attributes inherited from its parent CIT. **To access:** Select **Admin** > **Universal CMDB** > **Modeling** > **CI Type Manager**.

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

GUI Element (A-Z)	Description
	Click the **New** button to open the Create Configuration Item Type Wizard which enables you to define a new CI type. For details, see "Create Configuration Item Type Wizard" on page 23.
	Click **Delete** to delete the selected CI type or relationship.
	Click the **Save** button to save changes made to a CI type.
	Opens the System Type Manager which enables you to create a predefined list whose values define an attribute type. For details, see "System Type Manager User Interface" on page 41.
	Enables you to export a CIT as an XML file. Use this option to move CITs from one server to another.
<Main Menu>	For details, see "Main Menu"in *Model Management*.
<CI Type/Relationship Box>	Select **CI Types** to display the CI types in the CIT model. Select **Relationships** to display the relationships in the CIT model.
<Toolbar>	For details, see "Toolbar Options" in *Model Management*.

GUI Element (A-Z)	Description
CI Types Pane	A hierarchical tree structure of the CI Type model containing the inheritance relationships among CITs, and displaying the number of instances of each CIT in the UCMDB. All CITs included in the CI Type model are classified as either a CIT or a relationship. You can drill down and view the relationships and neighbors of the selected CIT in the topology map. You can search in the list of CITs or relationships using the Incremental Search by entering the first letter of the CIT or relationship repeatedly until you reach the required selection. You can also search for a CIT or relationship by entering its full name.
	Note: Each CI type is represented by a unique icon. (If the CIT does not have a defined icon, it gets the icon of its ancestor.)

GUI Element (A-Z)	Description
Main Window	The following tabs are available: ➤ **Dependencies.** Displays the CI Type model in a topology map, including the CITs and the relationships between them. The name of the selected CI type or relationship appears in the border at the top of the pane. When you point to a CIT, a tooltip displays the display name of the CIT and its description. ➤ **Details.** Enables you to edit the basic information about the CI type selected in the left pane. For details, see "Details Page" on page 24. ➤ **Attributes.** Enables you to edit the attributes of the selected CIT. For details, see "Attributes Page" on page 25. ➤ **Qualifiers.** Enables you to assign qualifiers to the selected CIT. For details, see "Qualifiers Page" on page 28. ➤ **Icon.** Enables you to assign an icon to the selected CIT. For details, see "Icon Page" on page 30. This tab does not appear for relationships. ➤ **Attached Menu.** Enables you to customize the shortcut menu of a CI by adding menu items and commands (for example, ping, run a program, open a URL). The customized menu is displayed when you right-click a CI instance in IT Universe Manager. For details, see "Attached Menu Page" on page 31. ➤ **Default Label.** Enables you to define attributes that appear in the CIT label. You can include more than one attribute by using the function buttons. For details, see "Default Label Page" on page 34.

Context Menu

CI Type Manager includes the following context menu options available by right clicking a CI type in the CI Types pane or the Dependencies map:

GUI Element (A-Z)	Description
Add/Remove Relationship	Opens the Add/Remove Relationship dialog box, which enables you to add or remove relationships from CITs. For details, see "Add/Remove Relationship Dialog Box" on page 19.
Delete	Deletes the selected CI type. This option is only available for CI types that have no children and no instances.
Export	Enables you to export a CIT as an XML file. Use this option to move CITs from one server to another.
New	Opens the Create Configuration Item Type Wizard which enables you to define a new CI type. For details, see "Create Configuration Item Type Wizard" on page 23.
Show CIT Instances	Opens the Show All Instances window, which displays all instances of the selected CIT. For details, see "Element Instances Dialog Box" in *Model Management*.

🔧 Create Configuration Item Type Wizard

Description	Enables you to define a new configuration item type or relationship.
	To access:
	➤ Click a CI type or relationship in the topology map or CI Types pane of the CIT Manager and select **New** from the context menu.
	➤ Click the **New** button 🌟 in the CI types pane.
Wizard Map	The Create Configuration Item Type Wizard contains:
	Details Page > Attributes Page > Qualifiers Page > Icon Page > Attached Menu Page > Default Label Page

The Create Configuration Item Type wizard includes the following pages:

Details Page

Description	Enables you to enter basic information about the new CI type you are defining. The first step of the Create Configuration Item Type Wizard.
Important Information	For general information about the Create Configuration Item Type Wizard, see "Create Configuration Item Type Wizard" on page 23.
Wizard Map	The Create Configuration Item Type Wizard contains: **Details Page** > Attributes Page > Qualifiers Page > Icon Page > Attached Menu Page > Default Label Page

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

GUI Element (A-Z)	Description
Base CI Type	Select a base CIT for the CIT you are creating. The new CIT inherits the base CIT's attributes. **Note:** This field only appears in the Create CI Type Wizard. It is not relevant when editing an existing CIT in the Details tab of CI Type Manager.
Description	A description for the new CIT. **Note:** This field is optional.

GUI Element (A-Z)	Description
Display Name	The name of the CIT as it appears in the HP Business Availability Center interface.
Name	The unique name of the new CIT. The name can contain all characters except the following: " \ / [ ] :	< > + = ; , ? * **Note:** The name field is case sensitive, but you cannot use the same name with different cases for two different CITs.

Attributes Page

Description	Enables you to edit the attributes of the CIT. The second step of the Create Configuration Item Type Wizard.
Wizard Map	The Create Configuration Item Type Wizard contains: Details Page > **Attributes Page** > Qualifiers Page > Icon Page > Attached Menu Page > Default Label Page

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

GUI Element (A-Z)	Description
🔑	To define an attribute as a key attribute, click in the left column beside the attribute name. A key icon appears in the cell. A key attribute is an attribute that must be defined for CIs of that CI type.
	To remove the key attribute definition, click in the left column again. The key icon disappears.
	For more information on key attributes, see "CI Type Attributes" on page 13.
🔑	Denotes a static attribute. A static attribute takes the same value for all the CIs of that type. If it is changed, all the CIs of that type are affected and automatically display the new value. A static attribute cannot be defined as a key attribute.
	Note: You cannot define an attribute as static from within the CIT Manager. It is done by deploying the relevant package. Static attributes are for internal use only.
➕	Click the **Add** button to define a new attribute. For details, see "Add/Edit Attribute Dialog Box" on page 16.
✏️	Select a row and click the **Edit** button to open the Edit Attribute dialog box. For details, see "Add/Edit Attribute Dialog Box" on page 16.
	Note: If you modify an attribute belonging to a CIT's parent, the text turns light blue. If you modify an attribute belonging to the CIT itself, the text turns dark blue.
✖	Click the **Delete** button to delete a selected attribute. This option is only active for newly defined attributes.
Ω	Click the **Reset** button to reset the attribute settings after editing a pre-existing attribute.
▥	Click **Select Columns** to select the columns to appear using the Select Columns dialog box.

GUI Element (A-Z)	Description
\<Attributes\>	Displays all attributes associated with the new CIT. Attributes appearing in black are ones that the new CIT inherits from the base CIT. Attributes appearing in light blue are ones that have been modified for the new CIT.
Asset Data	Select to display the attribute value in the Asset Report. For details see "Asset Report User Interface" in *Model Management*. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Model Management*.
Change Monitored	Select to define attributes whose values are being marked as **Change Monitored** in CI Type Manager. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Model Management*.
Comparable	Select to enable this attribute to be used for comparing compound CIs. For details, see "Compare CIs User Interface" in *Model Management*. **Note:** When this qualifier is selected for a given attribute, the attribute appears as a visible column in the Element Instances dialog box. For details, see "Element Instances Dialog Box" in *Model Management*.
Default Value	The default value for the attribute. This value appears when the new CIT is defined and there is no runtime value for the attribute.
Description	A description of the attribute.
Display Name	The attribute name that appears in the HP Business Availability Center interface.
Editable	Select to enable future editing of the attribute. Only attributes that are marked as **Editable** (or ones that have values) are displayed in the Properties tab in IT Universe Manager.

GUI Element (A-Z)	Description
Index	Select to accelerate the attribute retrieval performance.
	This option is recommended for attributes that are used frequently in search conditions. For example, IP address is usually an index attribute of a host.
Lower Case	Select to keep the attribute value in lower case.
Name	The actual name of the attribute (compare to "Display Name" on page 27).
Required	Select to define this attribute as a required one, if its value is required for the creation of the CIT.
Type	The type of the attribute.
Visible	Select to display this attribute in the Properties tab in IT Universe Manager.

Qualifiers Page

Description	Enables you to assign qualifiers to a CIT definition.
	The third step of the Create Configuration Item Type Wizard.
Important Information	Qualifiers enable you to define added attribute definitions to the CIT. In the **Qualifiers** list, select the required qualifiers using the Add buttons to move your selections to the **Configuration Item Type Qualifiers** list. You can make multiple selections by holding down the CTRL key.
Wizard Map	The Create Configuration Item Type Wizard contains:
	Details Page > Attributes Page > **Qualifiers Page** > Icon Page > Attached Menu Page > Default Label Page

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

GUI Element (A-Z)	Description
	Click this button to move all qualifiers to the **Configuration Item Type Qualifiers** list.
	Select the qualifier and click this button to add the qualifier to the **Configuration Item Type Qualifiers** list. Select multiple qualifiers by holding down the CTRL key.
	To remove a qualifier from the CIT definition, select the qualifier from the **Configuration Item Type Qualifiers** list and click this button.
	Click this button to remove all qualifiers from the **Configuration Item Type Qualifiers** list
	To define a new, custom qualifier, enter the qualifier name in the window and click **Insert**. The qualifier appears in the **Configuration Item Type Qualifiers** list.
<**Configuration Item Type Qualifiers**>	The list of qualifiers that define attributes of the new CIT. For example, you can use a qualifier to define a CIT as abstract, which means that you cannot create instances from it.
<**Qualifiers**>	For a list of the available qualifier options, see "Qualifier Tab" in *Model Management*.

Icon Page

Description	Enables you to select an icon to assign to the new CI Type.
	The fourth step of the Create Configuration Item Type Wizard.
	Note: This step of the wizard is not relevant for relationships.
Important Information	Each CIT is displayed with a default icon. However, you can attach different icons to the same CIT when certain conditions apply. For example, you can associate different icons with the same CIT when one of its attribute values changes.
Wizard Map	The Create Configuration Item Type Wizard contains:
	Details Page > Attributes Page > Qualifiers Page > **Icon Page** > Attached Menu Page > Default Label Page

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

GUI Element (A-Z)	Description
✚	Click to add a row.
	Note: Only active if **Change the Configuration Item Type icon according to its attribute value** is selected.
✖	Click to remove a row.
	Note: Only active if **Change the Configuration Item Type icon according to its attribute value** is selected.
Change the Configuration Item Type icon according to its attribute value	Enables you to assign an icon for each attribute value. For example, you could define two values for the City attribute: if City=London, one icon is displayed. If City=Beijing, another icon is displayed.
	Note: If you change the icon of a CIT that appears in an existing view, the CIT's icon is not updated in the view.
Attribute Name	Select an attribute to determine the icon assigned to the CIT.

GUI Element (A-Z)	Description
Configuration Item Type Main Icon	Select the group to which the CIT belongs.
Icon	Select an icon to associate with the value you entered in the Value column.
Value	Enter a value corresponding to the attribute you selected. You can add a new line for each value you enter.

Attached Menu Page

Description	Enables you to customize the shortcut menu of a CI by adding menu items and commands (for example, ping, run a program, open a URL). The customized menu is displayed when you right-click a CI instance in IT Universe Manager.
	The fifth step of the Create Configuration Item Type Wizard.
Important Information	If a CIT does not have a method defined specifically for it, the CIT inherits all the menus from its parent CIT or the nearest ancestor that does have a method defined for it.
	If you create or modify a menu, the change occurs only in the specific CIT that is being edited.
Wizard Map	The Create Configuration Item Type Wizard contains:
	Details Page > Attributes Page > Qualifiers Page > Icon Page > **Attached Menu Page** > Default Label Page

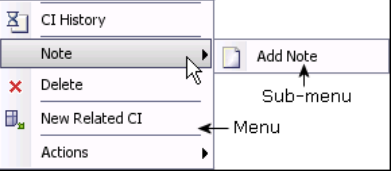The following elements are included (unlabeled GUI elements are shown in angle brackets):

GUI Element (A-Z)	Description
+	Select a menu item from the tree and click the button. A new entry appears under the selected item.
✖	Click to remove a menu item.

GUI Element (A-Z)	Description
⬆	Click to move a selected menu item up in the menu.
⬇	Click to move a selected menu item down in the menu.
<Tree>	Hierarchical tree containing the default menu items. **Caution:** It is not recommended to edit the definitions of the default menu items.
Command	To connect to a specific location on the World Wide Web, select URL, and enter the exact Internet address, for example, http://www.hp.com/go/software. (Available only if you select the URL command type option.) **Note:** If you use a variable in the Command field, use the format command name %1 and define the CIT attributes as described in Parameters. The parameter values replace %1 according to their order in the list. For example, %1 is replaced by the first parameter in the list, %2 is replaced by the second parameter in the list, and so on.
Description	Enter a description for the method. (This is for internal use only and does not appear in the menu.)
Existing Method	Select to choose a command from a list of defined methods inherited from the IT Universe CIT and all its ancestors.
Icon	Select the icon to appear next to the menu option in the context menu. **Note:** This field is optional.
Menu Item Name	Enter a name for the new menu item as it should appear in the menu.
Method	Enables you to add a command to the menu. **Note:** To create a method and not override the existing method, it is recommended to create a new menu item and place the new method there.
Method Name	Enter a name for the command.
New Method	Select to add an action (for example, ping) to the menu item.

GUI Element (A-Z)	Description
Parameters	To add attributes to the command or URL, click the **Add Parameter** button and select the attribute from the list.
	To delete an existing entry, select it and click the **Remove Parameter** button.
	Note: Parameters are not relevant when Inner Process is selected.
Require user confirmation?	Select the check box for users to confirm access to a menu item before the item is displayed.
Separator	To place a separator between two menu items:
	Click **OK** to place a separator underneath the selected menu option.
Shortcut	Press any key combination to create a shortcut for the menu item, for example, CTRL+H.
	Note: This field is optional.
Sub-Menu	Select to create a sub-menu under the selected menu option.
Type	Choose a command type: ➤ **URL.** Opens a web page to the specified URL. ➤ **Inner Process.** Displays a list of internal HP Business Availability Center actions.
URL	Enter the URL of a Web page for the command to open.

Default Label Page

Description	Enables you to define attributes that appear in the CIT label. You can include more than one attribute by using the function buttons.
	The final step of the Create Configuration Item Type Wizard.
Important Information	The label appears as the title under a CI of the new CI Type. The label definition can be customized to include different attribute values. For example, if the function label of the host CIT is composed of hostname and network, the displayed label is: server1 10.0.65.0.
	Labels can also be created using regular expressions.
Wizard Map	The Create Configuration Item Type Wizard contains:
	Details Page > Attributes Page > Qualifiers Page > Icon Page > Attached Menu Page > **Default Label Page**

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

GUI Element (A-Z)	Description
	Selects the attributes to appear in the Format box. Use the following function buttons to display multiple attributes in the label.
	Adds parentheses to the formatted text (use in conjunction with the other functions).
And	Places an **AND** operator between two attributes in the formatted text. For example, **network_netaddr&network_domain** displays the network address and the domain of a node.
Attribute Name	Displays the available options of attributes to be included in the CIT label.
Clear	Click to clear the Format window.
Format	Displays the attributes that you select to appear in the CIT label. For example, to label a host by its host name and operating system, choose the **host_hostname** and **host_os** attributes. The CIT label is host1 UNIX. You can define conditions using AND and OR combinations. **Note:** To delete an attribute from the **Format** box, highlight it and press the DELETE key.
Or	Places an **OR** operator between two attributes in the formatted text.

GUI Element (A-Z)	Description
RegExp	Adds a regular expression (using regular expression syntax) to the label definition. The structure of the entry is **(v1, v2, v3)**, where **v1** represents the selected attribute, **v2** represents the regular expression itself (which divides the value into groups), and **v3** represents the number of the selected group.
	For example, if the selected attribute is a name, consisting of a first name, a space, and a surname, the regular expression would be (name, (\S*)(\s*)(\S*), 3), which indicates that the surname can be used for the name attribute in the default label.
	For examples of how to use regular expression syntax, see "Regular Expression Examples" in *Reference Information*.
Undo	Click to undo the last change in the Format window.

2

System Type Manager

This chapter provides information on System Type Manager.

This chapter includes:

Concepts

➤ System Type Manager Overview on page 37

Tasks

➤ Create List and Enumeration Definitions on page 38

➤ Enumeration Definition on page 39

Reference

➤ System Type Manager User Interface on page 41

🔵 System Type Manager Overview

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

➤ **List**. Enables you to create a predefined list of values, for example, Location.

➤ **Enumeration**. Enables you to create a predefined list of values, as well as assign each value a color. Enumerations are designed to be used as severity value lists by states. For details, see "State Manager" in *Model Management*.

Severity lists are used for:

➤ Retrieving Correlation results in Topology View Application. For details, see "Topology View Application" in *Model Management*.

➤ Creating a Correlation rule. For details, see "Correlation Manager" in *Model Management*.

You can use both List and Enumeration values for:

➤ Editing the attributes of a CIT. For details, see "Create a CI Type" on page 14.

➤ Defining an attribute condition for a TQL node or relationship. For details, see "Node/Relationship Properties Dialog Box" in *Model Management*.

✨ Create List and Enumeration Definitions

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

1 Create a List Definition

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

➤ New York

➤ Boston

➤ Baltimore

For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 41.

2 Create an Enumeration Definition

You can create an **Enumeration** definition, which enables you to assign a color for each value on the list. For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 41. For an example of an Enumeration definition, see "Enumeration Definition" on page 39.

🪃 Enumeration Definition

The following steps describe how to create an Enumeration definition.

Note: To retrieve the required results, you must follw each step in this task.

To create an Enumeration definition:

1 Select **Admin** > **Universal CMDB** > **Modeling** > **CI Type Manager**.

2 In the left pane, click the **System Type Manager** button to open the System Type Manager dialog box.

3 Click the **Add** button to open the Create List/Enumeration Definition dialog box.

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

---

4 Select **Enumeration**.

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

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

This example describes how to create the following severity list:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

❧ System Type Manager User Interface

This section describes:

➤ Create/Update List/Enumeration Definition Dialog Box on page 41

➤ System Type Manager Dialog Box on page 44

❧ Create/Update List/Enumeration Definition Dialog Box

Description	Enables you to define a new List or Enumeration or edit an existing one. **To access:** Click the **Add** button in the System Type Manager dialog box.
Included in Tasks	"Create List and Enumeration Definitions" on page 38

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

GUI Element (A-Z)	Description
Display Name	Enter the name you want to appear in the list of System Type Definitions. If you leave this field empty, the entry in the Name field is used.
Enumeration	Enables you to create a predefined list of values, as well as assign each value a color. For details, see "Enumeration Definition Area" on page 43.
List	Enables you to create a predefined list of values. For details, see "List Definition Area" on page 42.
Name	Enter a unique name for the definition.

List Definition Area

Description	Create a predefined list of values. For example, a Location attribute might be defined by a location list containing the following values: ➤ New York ➤ Boston ➤ Baltimore **To access:** Select **List** in the Create List/Enumeration Definition dialog box.

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

GUI Element (A-Z)	Description
✚	Add a List definition. Double-click inside the row and either select a date from the calendar that appears (if you chose the type **Date**) or type the required value.
✖	Delete a List definition.
Type	Choose one of following field types: ➤ Date ➤ Double ➤ Integer ➤ Long ➤ String

Enumeration Definition Area

Description	Enables you to create a list from a predefined list of values (similar to **List**), with capabilities such as assigning a color for every value. Enumerations are designed to be used as severity value lists by states. You can use Enumerations for lists that require key values. **To access:** Select **Enumeration** in the Create List/Enumeration Definition dialog box.
Useful Links	"Enumeration Definition" on page 39

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

GUI Element (A-Z)	Description
✚	Add an Enumeration definition. Double-click inside the row and either select a date from the calendar that appears (if you chose the type **Date**) or type the required value.
✖	Remove an Enumeration definition.
Color	Select a color that indicates the severity level.

GUI Element (A-Z)	Description
Key	Type a number to create an enumeration that describes a severity list for a category. Assign key values according to the following rules: ➤ The list of key values must always begin with zero (0). (Zero represents the Normal state.) Otherwise, it does not appear in the State Manager (for details, see "State Manager" in *Model Management*). ➤ The list must always be numbered consecutively. For an example of an Enumeration definition, see "Enumeration Definition" on page 39.
Value	Type a value, either a string or a number, for example, Red or my value. The value appears in the tooltip for the CI in IT Universe. For details, see *Model Management*.

🔍 System Type Manager Dialog Box

Description	Displays the attribute types you defined in the Create List/Enumeration Definition dialog box. **To access:** Click the **System Type Manager** 📇 button in the CI Types pane in the CI Type Manager.
Included in Tasks	"Create List and Enumeration Definitions" on page 38
Useful Links	"Enumeration Definition" on page 39

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

GUI Element (A-Z)	Description
✚	Create a predefined list whose values define an attribute type. You can create a definition for the following attribute types: ➤ List definition. ➤ Enumeration definition. For a description of these attribute types, see "Create/Update List/Enumeration Definition Dialog Box" on page 41.
✖	Delete an existing definition. Select the system type definition you want to delete and click the **Delete** button.
✐	Enables you to edit an existing definition. For details, see "Create/Update List/Enumeration Definition Dialog Box" on page 41.
<System Type Definitions>	The list of Enumeration and List definitions created in the System Type Manager.

Part II

Repositories

3

Repositories

This chapter provides information on the Dashboard and Service Level Management Repositories.

This chapter includes:

Concepts

➤ Repositories – Overview on page 50

Tasks

➤ Customize Dashboard Repository Entities to Model Your Business World – Workflow on page 51

➤ Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario on page 53

➤ Customize Dashboard Repository Entities to Model Your Business World – Scenario on page 64

➤ Change the KPI Status Icons on page 68

➤ Save Measurements Data on page 70

🔷 Repositories – Overview

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

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

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

The Repositories page enables you to access the following repositories:

➤ **KPIs.** Provides definitions for the Key Performance Indicators (KPIs) used in Dashboard or in Service Level Management. For details, see "KPIs Repository" on page 73.

➤ **Rules.** Provides definitions for the business rules used with the KPIs. For details, see "Business Rules Repository Overview" on page 140 or "Service Level Management Rules" on page 148.

➤ **Context menus.** Provides definitions for the Configuration Items (CIs) menus used in the Dashboard or Service Level Management application. For details, see "Context Menus Repository" on page 315.

➤ **Context menu items.** Provides definitions for the CI menu items that are used in the context menus. For details, see "Context Menu Items Repository" on page 338.

➤ **Tooltips.** Provides definitions for the tooltips used to display CI information in the Dashboard or Service Level Management application. For details, see "Tooltips Repository" on page 430.

⚓ Customize Dashboard Repository Entities to Model Your Business World – Workflow

This section lists the steps needed to customize repository entities to model your business world.

This task includes the following steps:

➤ "Set Up the Permissions" on page 51

➤ "Set Up KPIs" on page 52

➤ "Set Up Rules" on page 52

➤ "Attach the Rules to the KPIs" on page 52

➤ "Set Up Context Menus" on page 52

➤ "Set Up Context Menu Items" on page 52

➤ "Set Up Tooltips" on page 52

1 Set Up the Permissions

To view the repositories you must have the **Add permission for Sources** permission for Dashboard or Service Level Management. To set up the permissions, select **Admin** > **Platform** > **Users and Permissions** > **Permissions Management**.

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

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

---

2 Set Up KPIs

You set up a KPI by creating a new KPI or by editing an existing KPI. For
details, see "Set Up a KPI" on page 74.

3 Set Up Rules

You set up a rule by creating a new rule or by editing an existing rule. For
details, see "Set Up/Edit a Business Rule" on page 153.

4 Attach the Rules to the KPIs

After you create the rules, you must attach them to the appropriate KPIs. For
details, see "KPI Details Dialog Box" on page 123.

5 Set Up Context Menus

You set up a context menu by creating a new context menu or by editing an
existing context menu. For details, see "Set Up a Context Menu" on
page 317.

6 Set Up Context Menu Items

You set up a context menu item by creating a new context menu item or by
editing an existing context menu item. For details, see "Set Up a Context
Menu Item" on page 338.

7 Set Up Tooltips

You set up a tooltip by editing an existing tooltip. For details, see "Set Up a
Tooltip" on page 432.

⚒ Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario

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

This task includes the following steps:

➤ "Create the KPIs" on page 53

➤ "Create the New Rules" on page 54

➤ "Attach the New Rules to the New KPIs" on page 56

➤ "Create a Dynamic URL in a New Context Menu Item" on page 57

➤ "Add the Menu Item to a Context Menu" on page 61

➤ "Edit the Tooltips" on page 63

1 Create the KPIs

Create clones of the OT Impact KPI: RUM OT Impact and Business Process Monitor OT Impact KPIs.

a Select **Admin** > **Dashboard** > **Repositories** > **KPIs** to open the KPIs page.

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

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

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

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

d Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see "KPI Details Dialog Box" on page 123.

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

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

f Click **OK**.

g Repeat steps b through f to create the BPM OT Impact KPI.

The result is as follows:

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

2 Create the New Rules

Create two rules in Dashboard: the RUM Impact Over Time rule and the Business Process Monitor Impact Over Time rule. These rules are clones of the Impact Over Time rule. They have different criteria to calculate the financial loss of downtime.

Define the rules in the Business Rules Repository page of Dashboard Administration. This involves defining the rule parameters. In this scenario, the rule is set to apply only for the **Group** item class.

a Select **Admin** > **Dashboard** > **Repositories** > **Business Rules** tab menu option to open the Business Rules page.

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

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

 c Click the **Clone** button.

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

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

 e Click the appropriate **Edit Entity** button to open the Rule Details dialog box.

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

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

Rule Details

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

 h In the **Rule Parameters** area, click the **Edit** button of the **DollarImpactFactor** parameter to open the Parameter Details dialog box.

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

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

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

l Repeat steps b through i to define the **BPM Impact Over Time** rule with a **DollarImpactFactor** of 500, and add **-** **for BPM** at the end of the description.

The result is as follows:

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

Custom Business Rules

3 **Attach the New Rules to the New KPIs**

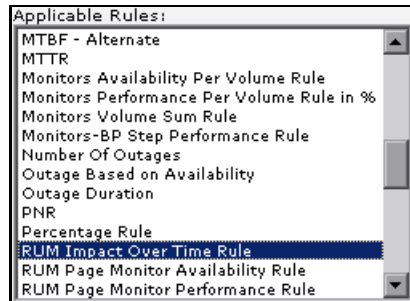You must attach the new rules to the new KPIs that were created.

a Select **Admin > Dashboard > Repositories > KPIs** to open the KPIs page.

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

Custom KPIs

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

c Click the appropriate **Edit Entity** button to open the **KPI Details** dialog box. For details, see "KPI Details Dialog Box" on page 123.

d In the **Applicable Rules** list, scroll down to the RUM Impact Over Time Rule and select the rule. Make sure that you press the CTRL button when you select the rules. If you do not press the CTRL button, all of the preselected rules are disabled when you click the rule you want to add to the applicable rules.

```
Applicable Rules:
MTBF - Alternate
MTTR
Monitors Availability Per Volume Rule
Monitors Performance Per Volume Rule in %
Monitors Volume Sum Rule
Monitors-BP Step Performance Rule
Number Of Outages
Outage Based on Availability
Outage Duration
PNR
Percentage Rule
RUM Impact Over Time Rule
RUM Page Monitor Availability Rule
RUM Page Monitor Performance Rule
```

e Click **OK** to save the change.

f Repeat steps b through e to attach the BPM Impact Over Time rule to the BPM OT Impact KPI.

4 Create a Dynamic URL in a New Context Menu Item

You want to create a new context menu option for CIs in Dashboard, which opens the Google search for the CI name, for monitored Business Process Monitor transactions, and display the page content in a new browser window. Note that when you perform a Google search, the URL has the following format: http://www.google.com/search?sourceid=navclient&ie=UTF-8&rlz=1T4SUNA_enIL258FR258&q=xxx. The first part of the URL: http://www.google.com/search is the static part of the dynamic URL used to create the context menu option and the second part of the URL is going to be the parameter used by the dynamic URL.

To create the context menu item in the Dashboard Repositories, you can either add a completely new menu item, or clone an existing one that is similar to what you need and edit its properties. The new menu option (Search Google) is added to the context menus used for Business Process Monitor CIs.

a Select **Admin** > **Dashboard** > **Repositories** > **Context Menu Items** to open the Context Menu Items page.

b In the **Custom Context Menu Items** area, click **New Item** to create a new menu item. The Context Menu Item Details dialog box is displayed.

c Enter the details in the top three boxes as follows:

➤ **Display Name.** Enter a name for the context menu item you are creating, for example, Search Google.

➤ **Pre-processor Class.** Select **Dashboard Generic URL** from the list.

➤ **Post-processor Class**. Select **Open Window** from the list.

When you select the **Pre-processor Class** and **Post-processor Class** options, the default parameters for each selection are automatically added in the **Pre-processor Parameters** and **Post-processor Parameters** areas.
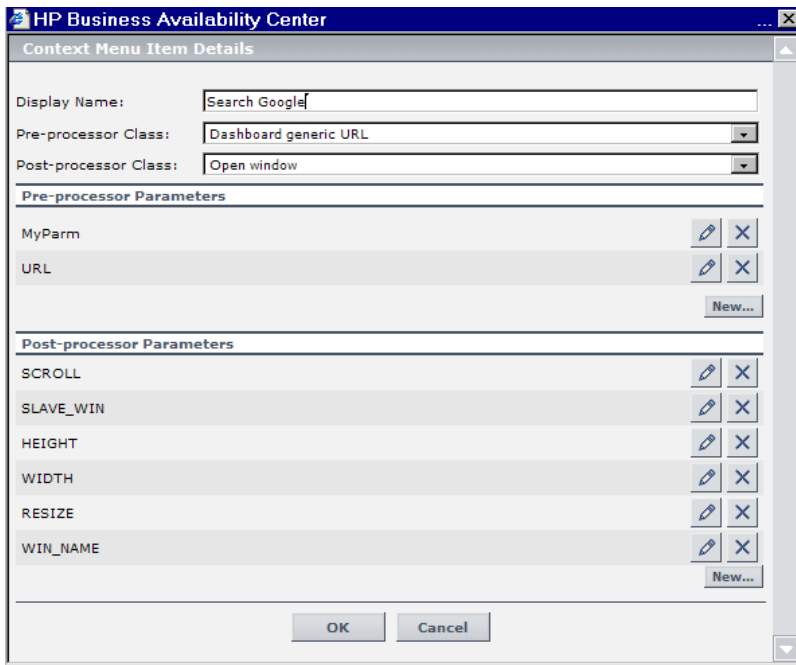
d In the **Pre-processor Parameters** area, click the **Edit** button for the **URL** parameter to open the Pre-processor Parameter Details dialog box.

➤ In the **Value** box, enter the static part of the URL for the application Web page that the menu item accesses, for example: http://www.google.com/search

➤ Leave the **Convert to** box empty.

➤ Click **OK**.

e Define an additional parameters in the **Pre-processor Parameters** area. This parameter defines the dynamic component of the URL, so that the accessed page shows content for the selected transaction.

To add a parameter in the **Pre-processor Parameters** area, click **New**.

f In the displayed Pre-processor Parameter Details dialog box, define the following information for the **MyParm** parameter:

➤ In the **Key** box, enter MyParm.

➤ In the **Value** box, enter NODE.PROPS.data_name. This returns the name of the CI that you right-click to perform the Google search. It searches for the CI (NODE) where the cursor is located, and then for the CI Property (PROPS) that corresponds to the CI name (data_name). The name of the CI that you right-click is then changed into the q parameter that is used by Google to create its search.

➤ In the **Convert to** box, enter q.

➤ Click **OK**.

g Delete the other parameters by clicking the delete button.

h Check that the added parameters are listed in the **Pre-processor Parameters** area of the Context Menu Item Details dialog box.

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

➤ Click the **Edit** button for **WIN_NAME** to open the Post-processor Parameter Details dialog box.

➤ In the **Value** box, enter a name for the window opened by the menu item, for example, Google Search.

➤ Make sure that the value of the **SLAVE_WIN** parameter is 0 to open a new window.

➤ Click **OK** to close the Post-processor Parameter Details dialog box.

j Click **OK** to close the Context Menu Item Details dialog box. The new context menu item is displayed in the **Custom Context Menu Items** area of the Repositories Context Menu Items page.

5 Add the Menu Item to a Context Menu

You want to add the new context menu item to the relevant context menus (context menus whose code name starts with tx are context menus relevant for Business Process Monitor CIs). You must override the context menus you want to use. You add the Search Google context menu item to the **Go to Report** parent menu under the **Business Process Monitor Group Menu** (the default context menu for Business Process Monitor parent CIs), and the **Transaction Measurement Menu** (the default context menu for Business Process Monitor monitor CIs).

To edit a context menu, you override the context menu definition with a new custom context menu definition. The new version replaces the overridden version throughout Dashboard.

a Select **Admin** > **Dashboard** > **Repositories** > **Context Menus** to open the Context Menus page.

b In the **Factory Context Menus** area, select the check box for the required context menus, for example, **Business Process Monitor Group Menu**, and then click **Override**.

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

c To edit the new version of the **Business Process Monitor Group Menu**, click the appropriate **Edit** button. The Context Menu Details dialog box for the context menu is displayed.

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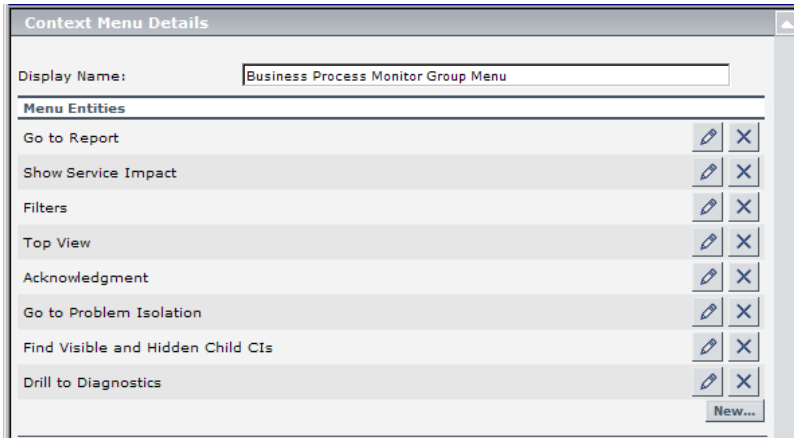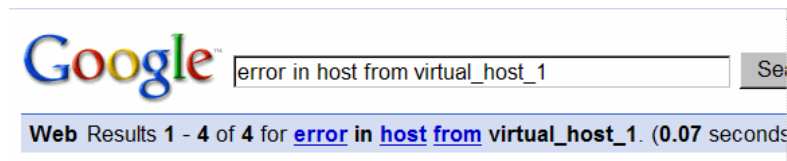

The Menu Entity Details dialog box for the context menu item **Go to Report** is displayed.

e The Menu Entity Details dialog box lists all the menu options that appear in the submenu under the **Go to Report** menu option. The defined menu options are shown selected (highlighted) in the list.

➤ To add the Search Google context menu item to the list, hold down the **Ctrl** key on the keyboard (if you do not use the **Ctrl** key when selecting an option, all other options are cleared) and click Search Google.

➤ Click **OK** to close the Menu Entity Details dialog box.

f Repeat steps c through e for the new version of the **Transaction Measurement Menu**.

g Click **OK** to close the Context Menu Details dialog box.

The result is that in Dashboard, the **Search Google** link appears in the menu options for Business Process Monitor CIs and for BPM Transaction from Location CIs.

Go to Report	▶	Search Google
Show Service Impact		Change Report
Filters	▶	Configuration Item Status Alerts
Top View	▶	Related Change Requests
Acknowledgment	▶	Transaction Analysis
Go to Problem Isolation		Trend
Show Related CIs		Triage
Properties		Triage Raw Data

When you click the option, a Google search window opens with the name of the CI as the focus of the search.

Google | error in host from virtual_host_1 | Se

Web Results **1 - 4** of **4** for **error** in **host** **from** virtual_host_1. (0.07 seconds

6 Edit the Tooltips

Two new tooltips were created, when you created the two new rules: RUM Impact Over Time and BPM Impact Over Time. You want to change their description to match the rule's descriptions.

You access the new tooltips and you change their description.

a Select **Admin** > **Dashboard** > **Repositories** > **Tooltips** to open the Tooltips page. The Custom Tooltips area displays the tooltips that correspond to the new rules you created:

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

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

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

Tooltip Details	
Description:	Dollar Impact Over Time sentence - for RUM
Max Label Width:	130
Max Value Width:	205

The result is as follows:

Custom Tooltips				
	Id	**Description ▲**	**Max Label Width**	**Max Value Width**
☐	2000	Dollar Impact Over Time sentence - for RUM	130	205

    d Repeat step c (add - **for BPM** at the end of the description) to create the Dollar Impact Over Time sentence - for BPM.

🔧 Customize Dashboard Repository Entities to Model Your Business World – Scenario

The flowchart below describes a sample scenario for a company that wishes to customize repository entities so that unique terminology and elements of the business can be seen in Dashboard. The numbered elements are referenced in task steps.

This task includes the following steps:

➤ "Prepare Customization Requirements" on page 66

➤ "Create Custom CIT to Represent Unique Business Entity" on page 66

➤ "Create a Customized Rule in the Rule Repository" on page 66

➤ "Create a Customized Tooltip in the Tooltip Repository" on page 66

➤ "Create a Customized KPI in the KPI Repository" on page 66

➤ "Create a Customized Context Menu Item" on page 67

➤ "Create a Customized Context Menu" on page 67

➤ "Create Views Using Custom CIT and Attach Monitors" on page 67

➤ "Assign the Custom Context Menu to CIs Created Using the Custom CIT" on page 67

➤ "Assign the Custom KPI to CIs Created Using the Custom CIT" on page 67
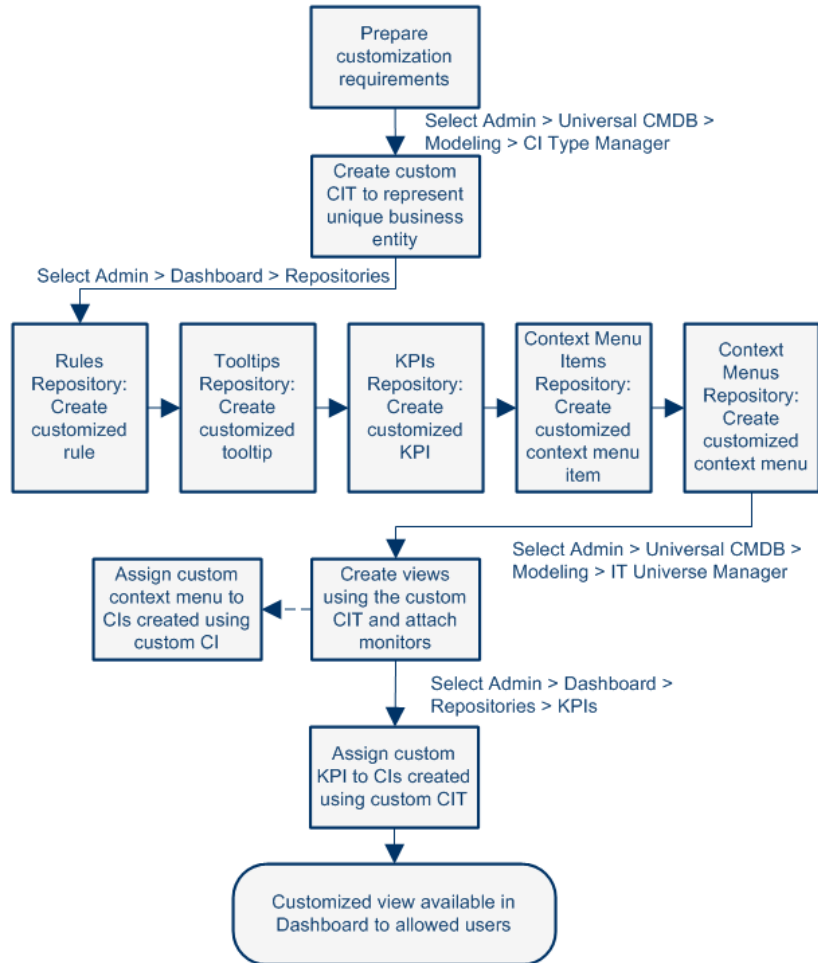
1 Prepare Customization Requirements

A cruise ship company wishes to define the following unique business elements to see in Dashboard: a logical CI called Cruise Ship to add to views; a custom KPI to monitor the dollar impact of down time of monitored ship systems; a customized context menu for Cruise Ship CIs that includes a URL link to its fleet intranet site.

2 Create Custom CIT to Represent Unique Business Entity

In CI Type Manager, the company's HP Business Availability Center administrator adds a new logical CI type called Cruise Ship to the Business folder. In the Attributes page, the administrator adds a new editable attribute, ship_serial_number, and marks the data_name attribute as the key attribute (since it serves as a unique identifier for each ship).

3 Create a Customized Rule in the Rule Repository

In the Business Rules repository, the administrator creates a customized rule to handle the dollar impact of ship system non-availability by cloning the Impact Over Time Rule, renaming the cloned rule to Ship Impact Over Time Rule, and editing the DollarImpactFactor parameter to 1000 (to represent a dollar loss of $1,000 per hour).

4 Create a Customized Tooltip in the Tooltip Repository

In the Tooltips repository, the administrator edits the description of the new tooltip associated with newly created Ship Impact Over Time Rule that appears in the Custom Tooltips section to say: Dollar loss due to no availability on ship system.

5 Create a Customized KPI in the KPI Repository

In the KPIs repository, the administrator creates a customized KPI to monitor the dollar impact of ship system non-availability by cloning the OT Impact KPI, renaming the cloned KPI to Ship OT Impact, and modifying the selected applicable rules—clearing Impact Over Time Rule and selecting Ship Impact Over Time Rule.

6 **Create a Customized Context Menu Item**

In the Context Menu Items repository, the administrator clones the Go to Report item, renames the cloned item Go to Ship, selects the Dashboard generic URL pre-processor class, edits the value of the URL parameter to the desired URL address, and selects the Open window post-processor class.

7 **Create a Customized Context Menu**

In the Context Menus repository, the administrator clones the Group Menu, renames the cloned item Ship Group Menu, and edits Ship Group Menu to add Go to Ship as a new item in the Go to Report menu item list.

8 **Create Views Using Custom CIT and Attach Monitors**

In IT Universe Manager, the administrator creates a new instance view called Cruise Ship Fleet, and adds a Cruise Ship CI for each ship in the fleet. The administrator attaches relevant SiteScope and Business Process Monitors that were previously configured to monitor ship systems.

9 **Assign the Custom Context Menu to CIs Created Using the Custom CIT**

When adding Cruise Ship CIs to views, the administrator assigns the Ship Group Menu as the context menu for the CIs. The menu is then visible in Dashboard views.

10 **Assign the Custom KPI to CIs Created Using the Custom CIT**

After creating views that include the Cruise Ship CIs, in the Dashboard Administration KPIs tab the administrator assigns the new KPI Ship OT Impact to the Cruise Ship CIs. This KPI is then visible in Dashboard views to users with appropriate permissions on the views.

🔧 Change the KPI Status Icons

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

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

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

Dashboard Status Icons Locations

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

➤ Add your icons to the appropriate directory and specify their names in each one of the status parameters for the KPIs. For details, see "KPI Details Dialog Box" on page 123.

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

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

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

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

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

For details about the default icons, see "Colors of KPI Statuses Used in Dashboard" in *Using Dashboard*.

Dashboard Trend and History Status Icons Locations

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

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

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

Dashboard Top View Status Icons Locations

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

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

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

For details about the **From** field, see "KPI Details Dialog Box" on page 123.

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

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

🔨 Save Measurements Data

If required, the **Save KPI data over time for this CI** option in the Global Attributes Details dialog box can also be used to save the calculated measurement for each of the CI KPIs, at 15 minute intervals (default value). This is done by activating the **saveValuesToPersistency** global attribute in the Rules Repository. You can also change the default interval by modifying the value of the **saveValuesToPersistencyInterval** option. For details, see "Global Attributes Details Dialog Box" on page 309.

Example

To activate Dashboard to save measurements data:

 1 Access the **Dashboard Administration** > **Repositories** > **Business Rules** page.

 2 Click **Edit Globals** (in the **Factory Rules** area).

 3 In the **Global Attributes** list, click the **Edit** button for **saveValuesToPersistency**.

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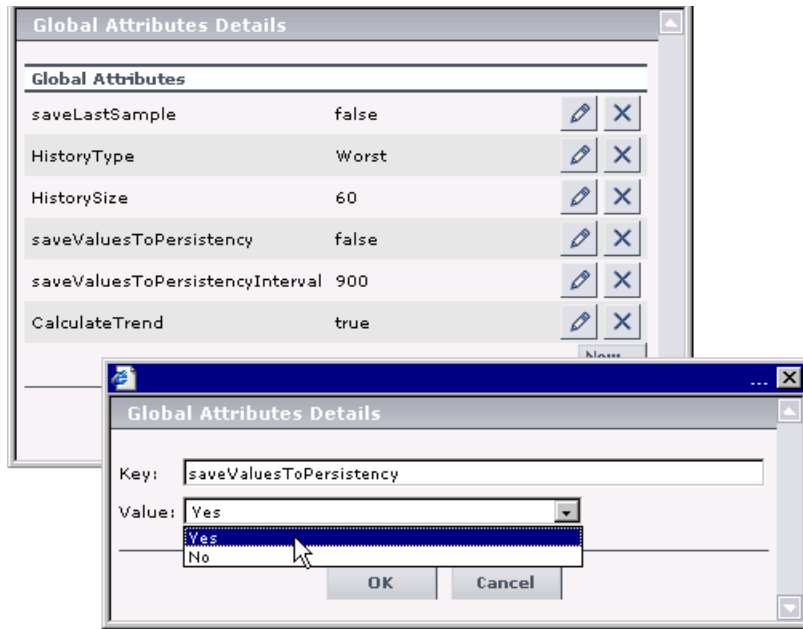
5 Click **OK**.

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

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

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4

KPI Repository

This chapter provides information about the KPI Repository.

This chapter includes:

Concepts

➤ KPIs Repository on page 73

Tasks

➤ Set Up a KPI on page 74

Reference

➤ List of Dashboard KPIs and Their Details on page 76

➤ List of Service Level Management KPIs and Details on page 103

➤ KPI Repository User Interface on page 120

🍥 KPIs Repository

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

The Dashboard KPIs Repository includes all of the KPIs that can be used in the Dashboard application. For details about the Dashboard KPIs, see "KPI Repository" on page 73. The Service Level Management KPIs Repository includes all of the KPIs that can be used in the Service Level Management application. For details, see "Service Level Management Rules" on page 148.

Each KPI is defined by an ID number in the adapter templates, and is assigned a default business rule (a business rule is build on business logic). For more information about KPIs, see "KPIs Page" on page 398.

For details about creating or editing KPIs, see "KPIs Repository Page" on page 121.

This section includes the following topics:

➤ "Advanced Users" on page 74

➤ "Dependent KPIs" on page 74

Advanced Users

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

Dependent KPIs

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

Set Up a KPI

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

For a detailed scenario that includes creating KPIs, see "Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario" on page 53 and view the appropriate step.

This task includes the following steps:

1 Create a New KPI

You can create a new customized KPI by:

➤ **cloning –** You can create a new KPI by cloning an existing KPI and modifying it. The existing KPI can be a factory or a customized KPI. The original KPI is still available. The cloned KPI is automatically assigned a new KPI ID number. To clone a KPI, select a KPI and click **Clone** in the KPIs Repository page.

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

The above operations add the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization's specifications. For details, see "KPIs Repository Page" on page 121.

2 Edit a KPI

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

The above operation adds the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization's specifications. For details, see "KPI Details Dialog Box" on page 123.

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

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3 Specify the KPI Parameter Details

In the Parameter Details dialog box, you can modify existing detailed information or enter new information about the predefined default status KPI parameters. For details, see "Parameter Details Dialog Box (KPIs)" on page 135.

4 Set a KPI and its Parameters Back to Default

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

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

List of Dashboard KPIs and Their Details

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

For details about configuring the KPIs, see "KPI Repository User Interface" on page 120.

The available KPIs are as follows:

KPI (KPI #)	Description and Associated Rules
Application (1075)	Displays: ➤ The Diagnostics performance of the Diagnostics Probe and Probe Groups CIs, and of the Business Process Monitor (BPM) transactions that are monitored by Diagnostics. The status reflected by the Application KPI is defined for the Diagnostics Probe and Probe Group CIs by the Probe-related thresholds, including the server request threshold and the Probe metrics threshold, which you set in the HP Diagnostics application. For the BPM transactions that are monitored by Diagnostics, the Application KPI status is defined by the average latency of transaction thresholds. For details, see *HP Diagnostics User's Guide*. ➤ The status of the OVO application. For details, see "Understanding the Application<-->Host or Host Integration Adapters" in *Solutions and Integrations*. ➤ The status of the application monitored by Netscout. For details, see "NetScout nGenius Integration" in *Solutions and Integrations*.
	"Diagnostics for J2EE/.Net General" on page 181 "Generic Sample Rule" on page 184 "Generic Sum of Values Over Time Rule" on page 184 "SiteScope EMS Multiple Events Rule" on page 201 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Availability (7)	Displays information relating to availability measurements for transactions.
	For a Siebel CI, this KPI indicates the availability of Siebel transactions. The Business Process Monitor is the source of the data. For details about the Siebel CIs, see Default CITs in the Siebel View in *Solutions and Integrations*.
	For a SAP CI, this KPI indicates the availability of SAP transactions. The Business Process Monitor is the source of the data. For details about the SAP CIs, "Default CIs in the SAP Systems View" in *Solutions and Integrations*.
	"Average Availability of Weighted Volume" on page 164
	"Average of Values" on page 165
	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"Percentage Rule" on page 190
	"RUM Application Session Statistics Monitor Availability Rule" on page 192
	"RUM End User Session Statistics Monitor Availability Rule" on page 194
	"RUM Location Session Statistics Monitor Availability Rule" on page 196
	"RUM Page Monitor Availability Rule" on page 197
	"RUM Session Monitor Availability Rule" on page 198
	"RUM Transaction Monitor Availability Rule" on page 199
	"Transaction Availability Rule" on page 206
	"WS Operation Availability Rule" on page 219
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Backlog (600)	**Backlog KPI for Business Process Insight Data** Displays the backlog information of the Business Process from the HP Business Process Insight application. At the monitor level, the KPI displays: ➤ The number of instances of the BPI step that is monitored and is currently active if the rule associated with the KPI is the BPI Monitor Backlog Count rule. ➤ The total cost of all the instances of the BPI step that is monitored and currently active in currency or data units if the rule associated with the KPI is the BPI Monitor Backlog Value rule (default). At the group level, the default value rule is the Worst Child rule. For details, see "Worst Child Rule" on page 219. At the group level, if the KPI is attached to a Business Process CI, the value of the KPI is calculated only for the BPI Business Process Monitor CIs directly under the Business Process CI by the BPI Group Rule for BP CI rule. For details, see "BPI Group Rule for BP CI" on page 168. At the group level, if the KPI is attached to a BPI Business Process Step CI, the value of the KPI is calculated only for the BPI Business Process Step Monitor CIs directly under the BPI Business Process Step CI by the BPI Group Rule for BP Step CI rule. For details, see "BPI Group Rule for BP Step CI" on page 168.
	"BPI Group Rule for BP CI" on page 168 "BPI Group Rule for BP Step CI" on page 168 "BPI Monitor Backlog Count Rule" on page 173 "BPI Monitor Backlog Value Rule" on page 173 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Backlog **(continued)**	**Backlog KPI for TransactionVision Data** Displays information on the number of backlogged (in-process) transactions on the target machine, as determined by HP TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it. You define objectives for the Backlog KPI attached to TV Monitor CIs in the **Admin** > **Dashboard** > **KPIs** tab.
	"Business Transaction Group Rule" on page 179 "TransactionVision Backlog Rule (In-Process)" on page 211 "Worst Child Rule" on page 219
Bandwidth (54)	Displays the amount of traffic (in bytes) between application servers and end users accessing the servers (this includes traffic in both directions). This includes both HTTP and HTTPS traffic.
	"Best Child Rule" on page 165 "Generic Sample Rule" on page 184 "Generic Sum of Values Over Time Rule" on page 184 "RUM Bandwidth Rule" on page 193 "Summary of Values Rule" on page 206 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Business Health (602)	Displays the health of the process monitored by the HP Business Process Insight application. ➤ At the monitor level, the default rule is BPI Health Average Weighted Status Value rule. For details, see "BPI Health Average Weighted Status Value Rule" on page 170. ➤ At the group level, the default rule is Worst Child rule. For details, see "Worst Child Rule" on page 219. At the group level, if the KPI is attached to a Business Process CI, the value of the KPI is calculated only for the BPI Business Process Monitor CIs directly under the Business Process CI.
	"BPI Health Average Weighted Status Count Rule" on page 169 "BPI Health Average Weighted Status Value Rule" on page 170 "BPI Health Group Rule for BP CIs" on page 171 "BPI Health Status Percentage Count Rule" on page 171 "BPI Health Status Percentage Value Rule" on page 172 "BPI Health Worst Process Instances Count Rule" on page 172 "BPI Health Worst Process Instances Value Rule" on page 173 "Worst Child Rule" on page 219
Component Availability (53)	Displays information on pages without server errors, for servers monitored by the Real User Monitor.
	"Best Child Rule" on page 165 "Generic Sample Rule" on page 184 "Generic Sum of Values Over Time Rule" on page 184 "RUM Component Availability Rule" on page 193 "Worst Child Rule" on page 219
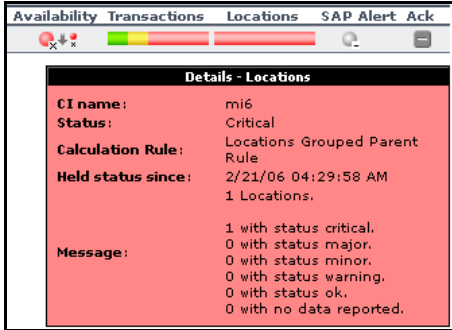
KPI (KPI #)	Description and Associated Rules
Customer (2)	Displays information relating to customer service. Used for backward compatibility. This KPI can be associated with all CIs.
	For example, for each one of your customers you can create a customized KPI that represents the specific transactions that are relevant to that customer.
	"Best Child Rule" on page 165
	"Customer Rule" on page 179
	"Percentage Rule" on page 190
	"Worst Child Rule" on page 219
Delays (1313)	Displays information on the delayed (late) transactions on the target machine, as determined by HP TransactionVision. A transaction is defined as late when its response time exceeds a defined threshold in TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*.
	This KPI uses, by default, the TransactionVision Delayed Value Rule (In-Process Transactions) for TV Monitor CIs. If you want to see data on *completed* transactions, or data based on the *rate* of delayed transactions, change the rule in the KPI assignment for the KPI. For details on KPI assignments, see "KPI Assignments" in *Using Dashboard*.
	Note: This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it. You define objectives for the Delays KPI attached to TV Monitor CIs in the **Admin > Dashboard > KPIs** tab.
	"Business Transaction Group Rule" on page 179
	"TransactionVision Delayed Rate Rule (Completed Transactions)" on page 211
	"TransactionVision Delayed Value Rule (Completed Transactions)" on page 212
	"TransactionVision Delayed Rate Rule (In-Process Transactions)" on page 212
	"TransactionVision Delayed Value Rule (In-Process Transactions)" on page 213
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Duration (601)	**Duration KPI for Business Process Insight Data** Displays different information depending on the rule associated with the Duration KPI. A tooltip indicates which metric is involved. At the group level, the Worst Child rule is used to calculate the status of the parent CI from the child CIs.
	"BPI Average Weighted Status Rule for Duration KPI" on page 166 "BPI Duration Monitor Rule" on page 168 "BPI Status Percentage Rule for Duration KPI" on page 175 "BPI Worst Violated Instances Rule for Duration KPI" on page 177 "Worst Child Rule" on page 219
	Duration KPI for TransactionVision Data Displays information on the amount of time taken to complete the transactions on the target machine, as determined by HP TransactionVision. The objective for **OK** status for this KPI is taken from the **SLA** threshold set in TransactionVision. The KPI is calculated only for completed transactions. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** This KPI must be manually assigned to TransactionVision CIs.
	"Business Transaction Group Rule" on page 179 "TransactionVision Duration Rule (Completed Transactions)" on page 213 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Exceptions (1310)	Displays information on transactions that did not follow the expected flow path on the target machine, and are therefore classified as exceptions in HP TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*.
	This KPI uses, by default, the TransactionVision Exceptions Value Rule (In-Process Transactions) for TV Monitor CIs. If you want to see data on *completed* transactions, or data based on the *rate* of exceptions, change the rule in the KPI assignment for the KPI. For details on KPI assignments, see "KPI Assignments" in *Using Dashboard*.
	Note: This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it.
	You define objectives for the Exceptions KPI attached to TV Monitor CIs in the **Admin** > **Dashboard** > **KPIs** tab.
	"Business Transaction Group Rule" on page 179
	"TransactionVision Exceptions Rate Rule (Completed Transactions)" on page 214
	"TransactionVision Exceptions Value Rule (Completed Transactions)" on page 215
	"TransactionVision Exceptions Rate Rule (In-Process Transactions)" on page 214
	"TransactionVision Exceptions Value Rule (In-Process Transactions)" on page 215
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Failures (1312)	Displays information on the failed transactions on the target machine, as determined by HP TransactionVision. A transaction is classified as "failed" when it does not match the attribute or pattern defined as failure in HP TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. This KPI uses, by default, the TransactionVision Failures Value Rule (In-Process Transactions) for TV Monitor CIs. If you want to see data on *completed* transactions, or data based on the *rate* of failed transactions, change the rule in the KPI assignment for the KPI. For details on KPI assignments, see "KPI Assignments" in *Using Dashboard*. **Note:** This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it. You define objectives for the Failures KPI attached to TV Monitor CIs in the **Admin** > **Dashboard** > **KPIs** tab.
	"Business Transaction Group Rule" on page 179 "TransactionVision Failures Rate Rule (Completed Transactions)" on page 216 "TransactionVision Failures Value Rule (Completed Transactions)" on page 217 "TransactionVision Failures Rate Rule (In-Process Transactions)" on page 216 "TransactionVision Failures Value Rule (In-Process Transactions)" on page 217 "Worst Child Rule" on page 219
Generic (1500)	Displays information calculated by the Generic Formula rule or by the Summary of Values rule.
	"Generic Formula Rule" on page 183 "Summary of Values Rule" on page 206

KPI (KPI #)	Description and Associated Rules
HP System (12)	Displays information relating to service levels for HP OpenView Service Navigator metrics.
	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"HP OpenView Service Navigator Rule" on page 186
	"HP Worst Child Rule" on page 186
	"Percentage Rule" on page 190
	"SiteScope Measurement Rule" on page 201
	"SiteScope Measurement Time-Based Rule" on page 202
	"SiteScope Monitor Rule" on page 203
	"SiteScope Monitor Time-Based Rule" on page 203
	"Worst Child Rule" on page 219
Latency (1077)	Displays the average round-trip time for packets, between the end users and the servers monitored by the Real User Monitor.
	"Average Latency of Weighted Volume" on page 164
	"Best Child Rule" on page 165
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"RUM Latency Rule" on page 195
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Locations (303)	The Locations KPI is a bar that includes up to six colored sections. Each colored section represents: ➤ At the group level, the relative amount of Business Process Steps with the worst status of all of the children CIs, that corresponds to the color, at that location. The Business Process Monitor is the source of the data. ➤ At the monitor level, the relative amount of Business Process Steps with the end-user experience status (the worst status between **Performance** and **Availability**) that corresponds to the color, at that location. The colors correspond to the Business Process Monitor Performance/Availability colors. This KPI is used by the HP Business Availability Center for SAP and for Siebel solutions. **Example:** If there are ten SAP Business Process Steps under the Locations container, five with **Informational** end-user experience, two with **Minor** status, two with **Critical** status, and one with **No Data** status, the bar displays: 50% green, 20% yellow, 20% red, and 10% gray. The KPI's tooltip displays a list of locations, their status, and the total number of locations. The tooltip's color represents the worst location status.
	"Best Child Rule" on page 165 "EMS Simple Rule" on page 183 "Locations Grouped Parent Rule" on page 188 "Locations Grouped Rule" on page 189 "Percentage Rule" on page 190 "Transaction Availability Rule" on page 206 "Transaction Performance Rule" on page 207 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Network (308)	Displays: ➤ The status of the network in the OVO application. This is an optional KPI. It is displayed when you select **Create Network and Security KPIs** in the HP OVO integration definition. For details, see "Understanding the Application<-->Host or Host Integration Adapters" in *Solutions and Integrations*. ➤ The status of the router or switch monitored by Netscout. For details, see "NetScout nGenius Integration" in *Solutions and Integrations*.
	"SiteScope EMS Multiple Events Rule" on page 201 "Worst Child Rule" on page 219
Number of Open Incidents (2600)	Displays the number of incidents that exist in HP Service Center, and that currently have the initial status and final status defined in the rule parameter and are associated with the business service. Tickets can have any status between Initial Status and Final Status as long as they had the initial status after the integration and that they are not currently closed.
	"Number of Open Incidents" on page 190 "Sum of Open Incidents" on page 205
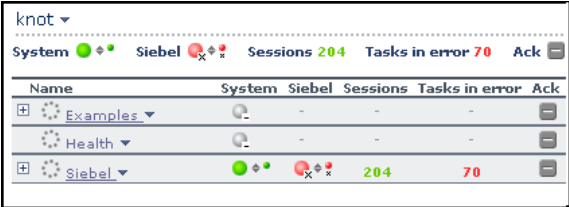
KPI (KPI #)	Description and Associated Rules
OT Impact (13)	Displays information relating to the financial loss caused to the organization when an item is unavailable over time. By default, the calculation is based on the Availability KPI. At the monitor/leaf level, you should attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the total time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable.At the group level, you should attach the Sum of Values rule to the OT impact KPI. The Sum of Values rule calculates the sum of all of the values of the OverTime Impact KPI of its children.The OT Impact rule calculates financial loss as you add the OT Impact KPI. The calculation has no time limitation. To restart the calculation you can: ➤ change the rule's objectives ➤ delete the OT Impact KPI and add it again Restarting HP Business Availability Center might restart the financial loss calculation, but because of dashboard calculation persistency, the last known financial value might be recovered instead.
	"Impact Over Time Rule" on page 187 "Sum of Values Rule" on page 206
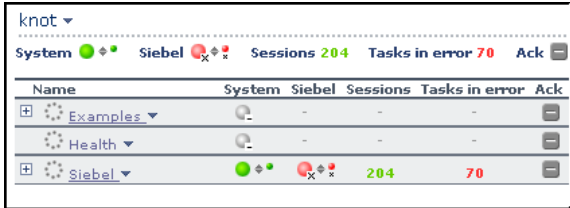
KPI (KPI #)	Description and Associated Rules
Performance (6)	Displays information related to performance measurements of transactions.
	For a Siebel CI, this KPI indicates the performance of Siebel transactions. The Business Process Monitor is the source of the data. For details about the Siebel CIs, see "Default CITs in the Siebel View" in *Solutions and Integrations*.
	For a SAP CI, this KPI indicates the performance of SAP transactions. The Business Process Monitor is the source of the data. For details about the SAP CIs, see "Default CIs in the SAP Systems View" in *Solutions and Integrations*.
	"Average Performance of Weighted Volume in %" on page 165
	"Average Performance of Weighted Volume in Seconds" on page 165
	"Average of Converted Performance Results in %" on page 164
	"Best Child Rule" on page 165
	"BPM WS Operation Percentile Performance Rule" on page 178
	"BPM WS Operation Performance Rule" on page 179
	"Business Transaction Group Rule" on page 179
	"Diagnostics WS Operation Percentile Performance Rule" on page 181
	"Diagnostics WS Operation Performance Rule" on page 182
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184

KPI (KPI #)	Description and Associated Rules
Performance (Continued)	"Percentage Rule" on page 190
	"RUM Application Session Statistics Monitor Performance Rule" on page 192
	"RUM End User Session Statistics Monitor Performance Rule" on page 194
	"RUM Location Session Statistics Monitor Performance Rule" on page 196
	"RUM Page Monitor Performance Rule" on page 197
	"RUM Session Monitor Performance Rule" on page 198
	"RUM Transaction Monitor Performance Rule" on page 199
	"SiteScope WS Operation Percentile Performance Rule" on page 204
	"SiteScope WS Operation Performance Rule" on page 205
	"Transaction Performance Rule" on page 207
	"Transaction Performance Status Average Rule" on page 207
	"Transaction Performance Status Percentage Rule" on page 208
	"Transaction Performance Worst Status Rule" on page 208
	"Worst Child Rule" on page 219
PNR (215)	Displays status based on the Point of No Return (PNR) for SLA samples (this data is calculated by the corresponding internal PNR rule for the Service Level Management application). The status is displayed in bar form in the Dashboard tab. The PNR samples measure unavailability in the period of time that has elapsed, and how much time remains before the SLA is in breach of contract. Note that there are two PNR rules: one is internal and gathers information from the Service Level Management application and the other one displays the information from the SLM PNR rule on the Dashboard.
	"Dashboard PNR Rule" on page 180
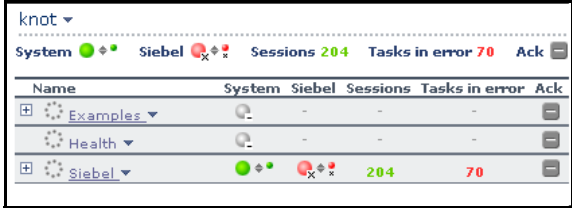
KPI (KPI #)	Description and Associated Rules
RT Impact (11)	Displays information relating to the financial loss caused to the organization in real time; the calculation is based on the Availability KPI. At the monitor/leaf level, you should attach the Real Time Impact rule to the RT impact KPI and the Availability KPI to the same CI. The Real Time Impact rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is 0.0$.At the group level, you should attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule calculates the sum of all of the values of the Real Time Impact KPI of its children. When availability status returns to green, the value for this KPI reverts to 0.
	"Real Time Impact" on page 191 "Sum of Values Rule" on page 206
SAP (305)	Indicates problems related to the SAP infrastructure. The data that is reported by this KPI comes from CCMS measurements from SiteScope. For details about the SAP CIs, see "Default CIs in the SAP Systems View" in *Solutions and Integrations*.
	"Best Child Rule" on page 165 "EMS Simple Rule" on page 183 "Percentage Rule" on page 190 "SiteScope Measurement Rule" on page 201 "SiteScope Measurement Time-Based Rule" on page 202 "SiteScope Monitor Rule" on page 203 "SiteScope Monitor Time-Based Rule" on page 203 "SiteScope Vertical Rule" on page 204 "Worst Child Rule" on page 219
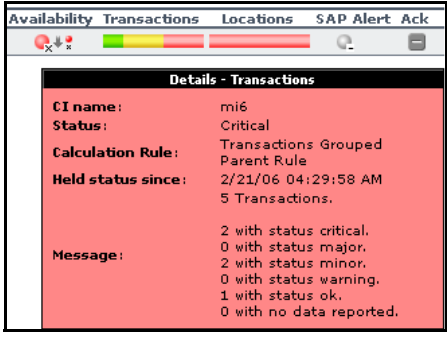
KPI (KPI #)	Description and Associated Rules
SAP Alert (306)	SAP Alerts are created by the SAP system for various reasons; for example, an incorrect user login, exceeded CCMS thresholds, and so on. SAP alerts are retrieved from the SAP system by the SiteScope CCMS Alerts monitor. They can be displayed in the Dashboard using a SAP Alert KPI whose color is determined by the SAP system. After you have handled the problem that triggered the alert, perform an alert completion procedure. This causes the alert to be acknowledged.
	"Best Child Rule" on page 165 "EMS Simple Rule" on page 183 "SAP Alerts Rule" on page 200 "SiteScope Measurement Rule" on page 201 "SiteScope Monitor Rule" on page 203 "Worst Child Rule" on page 219
Security (307)	Displays the status of the security in the OVO application. This is an optional KPI. It is displayed when you select **Create Network and Security KPIs** in the HP OVO integration definition. For details, see "Understanding the Application<-->Host or Host Integration Adapters" in *Solutions and Integrations*.
	"SiteScope EMS Multiple Events Rule" on page 201 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Sessions (304)	Displays the number of sessions that are running in a Siebel application server. A session is a task that is in running mode and interactive. The value of the number of sessions come from a measurement that is provided by the SiteScope Siebel monitor. The resulting display is a number that is colored according to the objectives set for the rule. This KPI does not propagate up in the hierarchy. For a Siebel CI, this KPI displays the sum of running sessions measurement on all underlying hosts (a session is a task that is in running mode and interactive state). The SiteScope Siebel monitor is the source of the data.
	"Best Child Rule" on page 165 "EMS Simple Rule" on page 183 "Generic Sample Rule" on page 184 "Number of Running Sessions Rule" on page 190 "Number of Tasks in Error Rule" on page 190 "Percentage Rule" on page 190 "Sessions Custom Data Rule" on page 200 "SiteScope Measurement Rule" on page 201 "SiteScope Monitor Rule" on page 203 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Siebel (300)	This KPI's color is provided by Siebel-specific monitoring information. It separates Siebel problems from more general, infrastructure-related problems. It provides Siebel-specific data, such as number of tasks, processes, and so. The SiteScope Siebel monitor is the source of the data. This KPI propagates up to the Siebel Site CI.
	"Best Child Rule" on page 165 "EMS Simple Rule" on page 183 "Generic Sample Rule" on page 184 "Percentage Rule" on page 190 "SiteScope Measurement Rule" on page 201 "SiteScope Monitor Rule" on page 203 "SiteScope Vertical Measurement" on page 204 "SiteScope Vertical Rule" on page 204 "Worst Child Rule" on page 219
SiteScope Availability (1001)	A SiteScope Availability KPI is attached to each SiteScope Profile CI. It displays the availability of the SiteScope. SiteScope periodically (every minute) sends an out bit to HP Business Availability Center. If the out bit is received by HP Business Availability Center, the status of the SiteScope Availability KPI is green. If the out bit is not received, the status of the SiteScope Availability KPI is grey (No data). This indicates that there is no communication between SiteScope and HP Business Availability Center. In such a case, the statuses of all the SiteScope CIs is also grey.
	"SiteScope Profile Rule" on page 203 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
System (1)	Displays information relating to system performance for measurements or monitors.
	For Siebel CIs, this KPI indicates physical problems with this CI or underlying CIs, provided by SiteScope physical monitors (for example: CPU monitor, disk space monitor, and so). SiteScope is the source of the data. For details about the Siebel CIs, see Default CITs in the Siebel View in *Solutions and Integrations*.For SAP CIs, this KPI indicates physical problems with underlying hosts, provided by SiteScope physical monitors (for example: CPU monitor, disk space monitor, and so on). By default, the System KPI does not appear in the view. If you are using a regular SiteScope monitor (which creates the System KPI) and you want to display the System KPI in the view, you have to add the System KPI manually to the CI. For details about the SAP CIs, see "Default CIs in the SAP Systems View" in *Solutions and Integrations*.
	It can also display the status of the OVO application. For details, see "Understanding the Application<-->Host or Host Integration Adapters" in *Solutions and Integrations*.
	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"Percentage Rule" on page 190
	"SiteScope EMS Multiple Events Rule" on page 201
	"SiteScope Monitor Rule" on page 203
	"SiteScope Monitor Time-Based Rule" on page 203
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Tasks in Error (301)	Displays the number of tasks that are in error, provided by the SiteScope **Number of Tasks in Error** measurement. The source of the data is the Siebel monitor. This is a Siebel-specific KPI.
	The resulting display is a number that is colored according to the objectives set for the rule.
	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Number of Tasks in Error Rule" on page 190
	"Percentage Rule" on page 190
	"SiteScope Measurement Rule" on page 201
	"SiteScope Measurement with Custom Data Rule" on page 202
	"SiteScope Monitor Rule" on page 203
	"SiteScope Vertical Rule" on page 204
	"Worst Child Rule" on page 219
Throughput (400)	**For SOA.** Displays the number of calls to the item per minute.
	For HP Business Process Insight. Displays the number of calls to the item per minute.
	"Best Child Rule" on page 165
	"Diagnostics WS Operation Throughput Rule" on page 182
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"Percentage Rule" on page 190
	"Summary of Values Rule" on page 206
	"Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Transactions (302)	The Locations KPI is a bar that includes up to six colored sections. ➤ At the group level, each colored section represents the relative amount of Business Process Steps with the worst status of all of the children CIs, that corresponds to the color. The Business Process Monitor is the source of the data. ➤ At the monitor level, each colored section represents the relative amount of Business Process Steps with the end-user experience status (the worst status between **Performance** and **Availability**) that corresponds to the color. The colors correspond to the Business Process Monitor **Performance**/**Availability** colors. This KPI is used by the HP Business Availability Center for SAP and for Siebel solutions. **Example:** If there are ten SAP Business Process Steps under the Transactions container, five with **Informational** end-user experience, two with **Minor** status, two with **Critical** status, and one with No Data status, the bar displays: 50% green, 20% yellow, 20% red, and 10% gray. The KPI's tooltip displays a list of how many transactions have each status, and the total number of transactions. The tooltip's color is set according to the worst transaction status.

KPI (KPI #)	Description and Associated Rules
Transactions (continued)	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Percentage Rule" on page 190
	"Transaction Availability Rule" on page 206
	"Transaction Performance Rule" on page 207
	"Transactions Grouped Parent Rule" on page 209
	"Transactions Grouped Rule" on page 210
	"Worst Child Rule" on page 219
User (0)	Displays information related to the end-user performance.
	"Best Child Rule" on page 165
	"EMS Simple Rule" on page 183
	"Generic Sample Rule" on page 184
	"Generic Sum of Values Over Time Rule" on page 184
	"Percentage Rule" on page 190
	"Transaction Availability Rule" on page 206
	"Transaction Performance Rule" on page 207
	"Worst Child Rule" on page 219
Value (1311)	**Value KPI for Business Process Insight Data** Displays different information depending on the rule associated with the Value KPI. At the group level, the Worst Child rule is used to calculate the status of the parent CI from the child CIs.
	"BPI Average Weighted Status Rule for Value KPI" on page 167
	"BPI Status Percentage Rule for Value KPI" on page 176
	"BPI Value Monitor Rule" on page 177
	"BPI Worst Violated Instances Rule for Value KPI" on page 177

KPI (KPI #)	Description and Associated Rules
Value (continued)	**Value KPI for TransactionVision Data** Displays information on the monetary value of the transactions on the target machine, as determined by HP TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. This KPI uses, by default, the TransactionVision Value Rule (In-Process Transaction) for TV Monitor CIs. If you want to see data on *completed* transactions, change the rule in the KPI assignment for the KPI. For details on KPI assignments, see "KPI Assignments" in *Using Dashboard*. **Note:** This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it. You define objectives for the Value KPI attached to TV Monitor CIs in the **Admin > Dashboard > KPIs** tab.
	"Business Transaction Group Rule" on page 179 "TransactionVision Completed Transaction Value Rule" on page 218 "TransactionVision Value Rule (In-Process Transaction)" on page 218 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Volume (1050)	**Volume KPI for Business Process Insight and Real User Monitor Data** Displays information on the total number of times that defined events or errors (monitored by the Real User Monitor) occurred. Displays, in the HP Business Process Insight-related views: ➤ The number of instances of the BPI Step that are currently active, per hour if the rule associated with the KPI is BPI Monitor Volume Count rule. ➤ The cost or value, per hour, of the BPI Step that is currently active, if the rule associated with the KPI is BPI Monitor Volume Value rule (default). At the group level, if the KPI is attached to a Business Process CI, the value of the KPI is calculated, by the BPI Group Rule for BP CI rule, only for the BPI Business Process Monitor CIs directly under the Business Process CI. For details about the rule, see "BPI Group Rule for BP CI" on page 168. At the group level, if the KPI is attached to a BPI Business Process Step CI, the value of the KPI is calculated, by the BPI Group Rule for BP Step CI rule, only for the BPI Business Process Step Monitor CIs directly under the BPI Business Process Step CI. For details about the rule, see "BPI Group Rule for BP Step CI" on page 168.
	"Best Child Rule" on page 165 "BPI Group Rule for BP CI" on page 168 "BPI Group Rule for BP Step CI" on page 168 "BPI Monitor Volume Count Rule" on page 174 "BPI Monitor Volume Value Rule" on page 174 "Generic Sample Rule" on page 184 "Generic Sum of Values Over Time Rule" on page 184 "RUM Event Monitor Volume Rule" on page 195 "RUM Location Session Statistics Monitor Volume Rule" on page 197 "RUM Page Monitor Volume Rule" on page 198 "RUM Application Session Statistics Monitor Volume Rule" on page 193 "RUM Session Monitor Volume Rule" on page 199 "RUM Transaction Monitor Volume Rule" on page 199 "Sum of Volume Rule" on page 206 "Worst Child Rule" on page 219

KPI (KPI #)	Description and Associated Rules
Volume (continued)	**Volume KPI for TransactionVision Data** Displays information on the volume of completed transactions on the target machine, as determined by HP TransactionVision. For details on HP TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** This KPI does not include predefined objectives, and so displays **Info** (blue) status in Dashboard, meaning that there is no status calculated for the KPI, until you define meaningful objectives for it. You define objectives for the Volume KPI attached to TV Monitor CIs in the **Admin** > **Dashboard** > **KPIs** tab.
	"Business Transaction Group Rule" on page 179 "TransactionVision Transaction Volume Rule" on page 218 "Worst Child Rule" on page 219

List of Service Level Management KPIs and Details

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

The available KPIs and their default associated rules are:

KPI (KPI #)	Description and Associated Rules
Application (263)	Service Level Management determines if application status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives.
	This KPI is automatically assigned to an EMS Monitor CI that you add to an SLA (when **Automatically define default KPIs for new CIs** is selected).
	Unit of measurement: percentage
	"Application Quality" on page 228
	"Best Child (Max.)" on page 230
	"Cluster Availability" on page 251
	"Group Average Value" on page 254
	"Worst Child (Min.)" on page 289
Availability (101)	Service Level Management measures the availability percentages of CIs and compares them to the SLA objectives.
	Unit of measurement: percentage.
	"Best Child (Max.)" on page 230
	"BPM Average Availability" on page 246
	"Children Success Ratio" on page 250
	"Cluster Availability" on page 251
	"External Source Average Availability" on page 251 (for monitor rules only)
	"Group Average Value" on page 254
	"RUM Page Availability" on page 260
	"RUM Transaction Availability" on page 262
	"SOA Diagnostics Availability" on page 271
	"SOA Synthetic Monitor Availability" on page 274
	"Volume Average Value" on page 287
	"Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Availability Six Sigma (104)	Service Level Management measures the Six Sigma availability of CIs and compares the Six Sigma values to the SLA objectives. Unit of measurement: Sigma.
	"Best Child (Max.)" on page 230 "BPM Six Sigma Availability" on page 250 "Group Average Value" on page 254 "RUM Page Six Sigma Availability" on page 261 "RUM Transaction Six Sigma Availability" on page 263 "SiteScope Monitor Six Sigma" on page 269 "SiteScope Six Sigma Availability" on page 271 "Six Sigma Group" on page 271 "SOA Diagnostics Six Sigma on Availability" on page 272 "SOA Six Sigma on Availability" on page 273 "Worst Child (Min.)" on page 289
Average Outage Duration (212)	**Note:** This KPI was named **MTTR** in previous versions. Service Level Management calculates the average outage duration, in seconds; that is, the total duration divided by the number of outages. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the lower the average outage duration value, the better.
	"Average Outage Duration" on page 229 "Best Child (Min.)" on page 231 "Group Average Value" on page 254 "Worst Child (Max.)" on page 288

KPI (KPI #)	Description and Associated Rules
Backlog (612)	**Backlog KPI for Business Process Insight Data** Displays information on the backlogged instances of the business process, as measured by HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.* Note: This KPI does not have a predefined unit. If you are using the KPI with a value-based rule, you need to define a unit for the KPI. For details, see "KPIs Based On Monetary Value" in *Using Service Level Management.*
	"BPI Average Backlog (Count-based)" on page 232 "BPI Average Backlog (Value-based)" on page 233 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255
Backlog (continued)	**Backlog KPI for TransactionVision Data** Displays information on the backlogged instances of the business transaction, as measured by HP TransactionVision. For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.*
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "TransactionVision Average Backlog Count" on page 278 "TransactionVision Average Backlog Value" on page 279 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Business Health (604)	Displays information on the health of backlogged instances of the business process, as measured by HP Business Process Insight.
	For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"BPI Health Average Status (Count-based)" on page 236
	"BPI Health Average Status (Value-based)" on page 238
	"Group Average Status" on page 253
	"Group Average Value" on page 254
	"Group Worst Status" on page 255
Delays (611)	Displays information on the completed, delayed (late) instances of the business transaction, as measured by HP TransactionVision. A transaction is defined as late when its response time exceeds a defined threshold in TransactionVision.
	For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"Best Child (Max.)" on page 230
	"Best Child (Min.)" on page 231
	"Group Average Status" on page 253
	"Group Average Value" on page 254
	"Group Worst Status" on page 255
	"TransactionVision Average Delays Rate (%)" on page 280
	"TransactionVision Average Delays Value (%)" on page 281
	"Worst Child (Max.)" on page 288
	"Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Duration (605)	**Duration KPI for Business Process Insight Data** Displays information on the response time for completed instances of the business process, as measured by HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.*
	"BPI Average Duration" on page 234 "BPI Maximum Duration" on page 242 "BPI Minimum Duration" on page 242 "BPI Weighted Average Duration" on page 245 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255
	Duration KPI for TransactionVision Data Displays information on the response time for completed instances of the business transaction, as measured by HP TransactionVision. The KPI is calculated only for completed transactions. For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255 "TransactionVision Average Duration" on page 281 "TransactionVision Maximum Duration" on page 284 "TransactionVision Minimum Duration" on page 284 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Duration Status Percentage (607)	Displays information on the percentage of completed instances of the business process that had a response time above a certain threshold. The data is measured by HP Business Process Insight.
	For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"BPI Duration Status" on page 235 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255
Exceptions (609)	Displays information on completed instances of the business transaction that did not follow the expected flow path on the target machines, and are therefore classified as exceptions by HP TransactionVision.
	For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255 "TransactionVision Average Exceptions Rate (%)" on page 282 "TransactionVision Average Exceptions Value (%)" on page 282 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Failures (610)	Displays information on the failed, completed instances of the business transaction, as measured by HP TransactionVision. A transaction is classified as "failed" when it does not match the attribute or pattern defined as failure in TransactionVision. For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255 "TransactionVision Average Failures Rate (%)" on page 283 "TransactionVision Average Failures Value (%)" on page 283 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289
MTBF (Mean Time Between Failures) (3601)	The MTBF KPI indicates the duration of time when there were no open incidents for the Business Service CI. The value is calculated from the average time between incidents, in seconds. **Note:** When this KPI is included in an agreement, any forecast status calculations for the agreement return inaccurate results. For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.
	"MTBF (Mean Time Between Failures)" on page 256 "Incidents Group Rule" on page 255 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
MTBSI (Mean Time Between System Incidents) (3602)	The MTBSI KPI indicates the average duration of time, in seconds, between incidents—from the open time of one incident to the open time of the next incident. For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.
	"MTBSI (Mean Time Between System Incidents)" on page 256 "Incidents Group Rule" on page 255 "Worst Child (Min.)" on page 289
MTTR (Mean Time to Repair) (3600)	The MTTR KPI indicates the percentage of incidents that were repaired within a defined time period, and calculates status based on comparison with a percentage threshold. Repair time is based on the duration of time between two incident statuses (by default, **Open** and **Closed**). For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.
	"MTTR (Mean Time to Recover)" on page 256 "Incidents Group Rule" on page 255 "Worst Child (Min.)" on page 289
Network (261)	Service Level Management determines if network status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives. Unit of measurement: percentage
	"Best Child (Max.)" on page 230 "Cluster Availability" on page 251 "Group Average Value" on page 254 "Network Quality" on page 257 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Number of Outages (210)	Service Level Management displays the number of outages that occurred during the tracking period. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the lower the number of outages, the better. Unit of measurement: number. **Note:** When this KPI is included in an agreement, any forecast status calculations for the agreement yield inaccurate results.
	"Best Child (Min.)" on page 231 "Group Average Value" on page 254 "Number of Outages" on page 258 "Worst Child (Max.)" on page 288
Outage Duration (211)	Service Level Management calculates the duration of the outages during the tracking period, in minutes. The minimum value is **0**. A negative trend is assigned to this KPI, that is, the shorter the duration of the outage, the better. Unit of measurement: date. **Note:** When this KPI is included in an agreement, any forecast status calculations for the agreement yield inaccurate results.
	"Best Child (Min.)" on page 231 "Group Average Value" on page 254 "Outage Duration" on page 259 "Worst Child (Max.)" on page 288
Outages (200)	This KPI is used by Service Level Management to calculate the outages for a CI included in an agreement. You define the business rule and associated parameters for the Outages KPI in the Define KPIs Page of the agreement wizard. For more information, see "Outage Reports" in *Using Service Level Management*.
	"BPM Outage" on page 248 "Outage Based on Availability" on page 258 "Outage Based on System Availability" on page 259 "SiteScope Monitor Outage" on page 268 "SiteScope Outage" on page 269 "WS SiteScope Outage" on page 289

KPI (KPI #)	Description and Associated Rules
Performance (106)	You use the Performance KPI where the measurement result must be in percentages. For example, use this KPI to measure success ratios. Unit of measurement: percentage.
	"Best Child (Max.)" on page 230 "BPM Percentile" on page 249 "Children Success Ratio" on page 250 "Group Average Value" on page 254 "Response Time Success Ratio" on page 260 "RUM Page Percentile" on page 261 "RUM Transaction Percentile" on page 263 "SiteScope Percentile" on page 270 "SOA Diagnostics Performance Percentile" on page 272 "SOA Synthetic Monitor Performance" on page 274 "System Performance Success Ratio" on page 274 "Volume Average Value" on page 287 "Worst Child (Min.)" on page 289
Performance Six Sigma (105)	Service Level Management calculates the Six Sigma value and compares it with the Six Sigma objective. Unit of measurement: Sigma.
	"Best Child (Max.)" on page 230 "BPM Six Sigma Performance" on page 250 "Group Average Value" on page 254 "RUM Page Six Sigma Performance" on page 261 "RUM Transaction Six Sigma Performance" on page 264 "Six Sigma Group" on page 271 "SiteScope Six Sigma Performance" on page 271 "SOA Diagnostics Six Sigma on Performance" on page 273 "SOA Six Sigma on Performance" on page 273 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
PNR (Point of No Return) (214)	**Note:** This KPI is for internal HP use only and should not be modified. The PNR (Point of No Return) KPI is used by HP Business Availability Center for internal calculations needed to display Service Level Management data in Dashboard. For details about setting up a PNR KPI, see "Attach KPIs to CIs and Configure the KPIs" in *Using Dashboard*. For details on viewing the SLA bar in Dashboard on the Console page, see "Service Level Management Results in the Console Page" in *Using Dashboard*.
	"PNR (Point of No Return)" on page 260
Response Time (103)	Service Level Management measures the response time for Business Process Monitor transactions, Real User Monitor measurements, and SiteScope measurements. Unit of measurement: seconds.
	"BPM Average Response Time" on page 246 "BPM Max. Response Time" on page 247 "BPM Min. Response Time" on page 247 "Best Child (Min.)" on page 231 "Group Average Value" on page 254 "RUM Page Average Response Time" on page 260 "RUM Transaction Average Response Time" on page 262 "RUM Transaction Max. Response Time" on page 262 "RUM Transaction Min. Response Time" on page 262 "SOA Diagnostics Average Response Time" on page 271 "SOA Diagnostics Max. Response Time" on page 272 "SOA Diagnostics Min. Response Time" on page 272 "SOA Synthetic Monitor Average Response Time" on page 274 "SOA SiteScope Max. Total Time" on page 273 "SOA SiteScope Min. Total Time" on page 273 "Volume Average Value" on page 287 "Worst Child (Max.)" on page 288

KPI (KPI #)	Description and Associated Rules
Security (262)	Service Level Management determines if security status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives. Unit of measurement: percentage.
	"Best Child (Max.)" on page 230 "Cluster Availability" on page 251 "Group Average Value" on page 254 "Security Quality" on page 265 "Worst Child (Min.)" on page 289
SLM Month Forecast (231)	**Note:** This KPI is for internal HP use only and should not be modified. The SLM Month Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-month forecast status.
	"Service Level Management Forecast Rule" on page 265
SLM Quarter Forecast (232)	**Note:** This KPI is for internal HP use only and should not be modified. The SLM Quarter Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-quarter forecast status.
	"Service Level Management Forecast Rule" on page 265
SLM Status (220)	**Note:** This KPI is for internal HP use only and should not be modified. The SLM Status KPI is used by HP Business Availability Center for internal calculations needed to display the Status Snapshot. For details, see "Status Snapshot Report" in *Using Service Level Management*.
	"Service Level Management Status" on page 266
SLM Week Forecast (230)	**Note:** This KPI is for internal HP use only and should not be modified. The SLM Week Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-week forecast status.
	"Service Level Management Forecast Rule" on page 265
SLM Year Forecast (233)	**Note:** This KPI is for internal HP use only and should not be modified. The SLM Year Forecast KPI is used by HP Business Availability Center for the internal calculations needed to display the end-of-year forecast status.
	"Service Level Management Forecast Rule" on page 265

KPI (KPI #)	Description and Associated Rules
System (260)	Service Level Management determines if system status results, received in EMS monitor samples for an HP OVO system, are within the SLA objectives. This KPI is automatically assigned to an EMS Monitor CI that you add to an SLA (when **Automatically define default KPIs for new CIs** is selected). Unit of measurement: percentage
	"Best Child (Max.)" on page 230 "Cluster Availability" on page 251 "Group Average Value" on page 254 "System Quality" on page 275 "Worst Child (Min.)" on page 289
System Availability (100)	Service Level Management calculates the availability percentages of measurements or monitors and compares them to the SLA objectives. Unit of measurement: percentage.
	"Best Child (Max.)" on page 230 "Cluster Availability" on page 251 "External Source Average Availability" on page 251 "Group Average Value" on page 254 "SiteScope Average Availability" on page 266 "SiteScope Monitor Rule" on page 268 "Volume Average Value" on page 287 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
System Performance (102)	This KPI is used as a general performance indicator (for example, CPU, disk space, success sample rate) for Business Process Monitor CIs.
	"Best Child (Min.)" on page 231 "Children Success Ratio" on page 250 "External Source Average Value" on page 252 "Group Average Value" on page 254 "SiteScope Average Value" on page 266 "SiteScope Max. Value" on page 267 "SiteScope Min. Value" on page 267 "Volume Average Value" on page 287 "Worst Child (Max.)" on page 288
Throughput (115)	**Throughput KPI for SOA Diagnostics Data** The Throughput KPI is used to show the load on a Web service and represents the number of calls per minute. For example, the throughput of the transferMoney service is 5 calls per minute. Throughput is calculated from the total number of Web service calls measured by HP Diagnostics and divided by a time period (defined in minutes).
	"Group Sum Value" on page 255 "SOA Diagnostics Average Throughput" on page 272 "SOA Diagnostics Max. Throughput" on page 272 "SOA Diagnostics Min. Throughput" on page 272

KPI (KPI #)	Description and Associated Rules
Throughput (continued)	**Throughput KPI for Business Process Insight Data** Displays information on the average hourly volume of completed instances of the business process, as measured by HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"BPI Hourly Throughput (Count-based)" on page 240 "BPI Hourly Throughput (Value-based)" on page 241 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255
	Throughput KPI for TransactionVision Data Displays information on the average hourly volume of completed instances of the business transaction, as measured by HP TransactionVision. For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Sum Value" on page 255 "Group Worst Status" on page 255 "TransactionVision Throughput" on page 285 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Time Between Outages (213)	**Note:** This KPI was named **MTBF** in previous versions. Service Level Management calculates the mean time between outages in seconds. The minimum value is **0**. A positive trend is assigned to this KPI, that is, the higher the time between outages, the better. Unit of measurement: date.
	"Best Child (Max.)" on page 230 "Group Average Value" on page 254 "Time Between Outages" on page 277 "Time Between Outages - Alternate" on page 276 "Worst Child (Min.)" on page 289
User Availability (110)	Service Level Management calculates the availability percentages of end user measurements or monitors and compares them to the SLA objectives.
	"Best Child (Max.)" on page 230 "Cluster Availability" on page 251 "Group Average Value" on page 254 "RUM Session User Availability" on page 261 "Volume Average Value" on page 287 "Worst Child (Min.)" on page 289
User Performance (111)	This KPI displays information related to end-user performance.
	"Best Child (Max.)" on page 230 "Children Success Ratio" on page 250 "Group Average Value" on page 254 "RUM Session User Performance" on page 262 "Volume Average Value" on page 287 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Value (606)	**Value KPI for Business Process Insight Data** Displays information on the monetary value of the completed business process instances, as measured by HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.*
	"BPI Average Value" on page 234 "BPI Maximum Value" on page 242 "BPI Minimum Value" on page 243 "BPI Weighted Average Value" on page 245 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255
	Value KPI for TransactionVision Data Displays information on the average monetary value of the completed business transaction instances, as measured by HP TransactionVision. For details on HP TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.*
	"Best Child (Max.)" on page 230 "Best Child (Min.)" on page 231 "Group Average Status" on page 253 "Group Average Value" on page 254 "Group Worst Status" on page 255 "TransactionVision Average Value" on page 284 "Worst Child (Max.)" on page 288 "Worst Child (Min.)" on page 289

KPI (KPI #)	Description and Associated Rules
Value Status Percentage (608)	Displays information on the percentage of completed instances of the business process that had a value above a certain threshold. The data is measured by HP Business Process Insight.
	For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.
	"BPI Value Status" on page 244
	"Group Average Status" on page 253
	"Group Average Value" on page 254
	"Group Worst Status" on page 255

🔍 KPI Repository User Interface

This section describes:

➤ KPIs Repository Page on page 121

➤ KPI Details Dialog Box on page 123

➤ Parameter Details Dialog Box (KPIs) on page 135

KPIs Repository Page

Description	Displays the list of factory (predefined) and customized KPIs. Those KPIs are available throughout HP Business Availability Center to determine how source data is imported.
	Enables an advanced user to modify existing repository KPIs and create new ones.
	To Access: Select **Admin** > **Dashboard** or **Service Level Management**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **KPIs** tab menu option to open the KPIs page.
Important Information	Cloning or overriding an existing KPI, or creating a new KPI, adds the corresponding KPI entry to the Custom KPIs list. You can then customize the KPI to your organization's specifications.
	You can define a new KPI. For details, see "KPI Details Dialog Box" on page 123.
	You can modify existing detailed information or enter new information about the KPI parameters. For details, see "Parameter Details Dialog Box (KPIs)" on page 135.
	A list of the KPIs, their descriptions, and the rules attached to the KPIs is available in "List of Dashboard KPIs and Their Details" on page 76 or "List of Service Level Management KPIs and Details" on page 103.
Included in Tasks	"Set Up a KPI" on page 74

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

GUI Element (A-Z)	Description
⁇	Click to display help on the KPI.
✎	Select a KPI in the Custom KPIs area, and click the button to open the **KPI Details** dialog box. For details, see "KPI Details Dialog Box" on page 123.
Acknowledgment Level	The highest KPI status from which you can add an acknowledge note in the Dashboard application. This is the default acknowledgement level.
Applicable section	The sections of the application where the KPI is in use. For example: Dashboard.
Calculation Order	The position of the KPI in the ordered list used by Dashboard or Service Level Management when it calculates the topology. Dashboard or Service Level Management calculates the higher priority KPIs first, and then the lower priority KPIs. This is the default calculation order.
Clone	In the Factory KPIs or in the Custom KPIs areas, select a KPI, and click the button to create a new KPI by cloning. You clone an existing KPI to use it as a template. The original KPI is still available. **Note:** Change the name of the KPI you have cloned to make sure you attach the cloned KPI and not the original KPI to a specific configuration item (CI).
Default Group Rule	This specifies the rule that is defined by default for this KPI.
Display Label	The name used for the KPI in Dashboard.
Display Order	The order in which the KPIs are displayed in Dashboard or SLM. This is the default display order.
ID	This specifies the ID number used to identify the KPI in the source adapter templates. This is the default KPI ID.

GUI Element (A-Z)	Description
New Item	Click to create a new KPI. For details, see "Set Up a KPI" on page 74.
Override	In the Factory KPIs or in the Custom KPIs areas, select a KPI, and click the button to edit an existing KPI. You override an existing KPI to replace it with a customized KPI. The original KPI is disabled. The overriding KPI and the original KPI have the same KPI ID. The KPI in the Factory KPIs area displays the following indication: ☐ 53 Component (Overridden) Availability **Note:** If you delete the custom KPI that overrode the factory KPI, the original factory KPI is automatically restored. For details, see "Set Up a KPI" on page 74.

KPI Details Dialog Box

Description	Enables you to define a new KPI.
	To Access: In the KPI Repository page, click **New Item** or click the Edit button for the appropriate KPI in the Factory or Custom KPIs area.
Important Information	A list of the KPIs, their descriptions, and the rules attached to the KPIs is available in "List of Dashboard KPIs and Their Details" on page 76 or "List of Service Level Management KPIs and Details" on page 103.
Included in Tasks	"Set Up a KPI" on page 74

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

GUI Element (A-Z)	Description
Acknowledgement Level	For future use.
Applicable for User Role	Select the type of user. You can define two versions of a single Dashboard KPIs for two different user types (modes): **Operations** and **Business**, where each KPI version is geared towards the particular viewing requirements of one of the user types. For details, see "KPIs for User Modes" in *Using Dashboard*. Select **Both** if you want to have one version of the KPI. If you select **Operations** and **Business**, it is recommended to modify the KPI's name to reflect the type of user role. For example, rename OT Impact: OT Impact - Operations.
Applicable Rules	Add rules or remove existing rules from the **Applicable Rules** list. **Applicable Rules** lists the rules (types of calculations) that can be performed on the KPI. One of the rules in the list of applicable rules is the default rule of the KPI. You can change the default rule of the KPI to one of the other rules selected in the **Applicable Rules** list. For example, the applicable rules of the OT Impact KPI are: **Sum of Values** rule and **Impact Over Time** rule. The default rule is **Sum of Values**.
	Note: Ensure that you press the CTRL button when you select the rules. If you do not press the CTRL button, all of the pre-selected rules are disabled when you click the rule you want to add to the applicable rules.
	For details on the rule applicable for a specific KPI, see "List of Dashboard KPIs and Their Details" on page 76. The rules included here define the options that are available in the View Builder when selecting the rule to assign to a KPI.
	Note: You must select a rule in the **Applicable Rules** list to make it available to the KPI.

GUI Element (A-Z)	Description
Applicable Sections	Add sections or remove existing sections from the **Applicable Sections** list. **Applicable Sections** lists the sections (applications and sub-applications) in which the KPI can be displayed. For the KPI to be displayed, you must select at least one section. The available applicable sections are: ➤ Dashboard ➤ SLM ➤ General SLM ➤ Outage SLM ➤ PNR
Available Formatting Methods	Select the formatting method you want to use for this KPI in the **Available Formatting Methods** list. For details, see "List of Service Level Management KPIs and Details" on page 103.
Calculation Order	Select the KPI position. That number represents the position of the KPI in the ordered list used by Dashboard or Service Level Management when it calculates the topology. Dashboard or Service Level Management calculates the higher priority KPIs first, and then the lower priority KPIs.
Default Group Rule	Select the group rule to be used for the next level up in the hierarchy. This list displays all of the available group rules for the applicable rule you selected in the **Applicable Rules** list. When a KPI is defined for a CI, it is usually added to a parent CI. The parent item uses the group rule to calculate the KPI status. For a list of the group rules, see "List of Dashboard Business Rules" on page 164.
Display Label	Enter the displayed name for the KPI.
Display Order	Select the order in which the KPIs are displayed in Dashboard or Service Level Management.

GUI Element (A-Z)	Description
Formatting Method	The formatting method that is invoked on the **valueSource** is displayed in the **Formatting Method** box. This field can remain blank if it is not required. A list of the available formatting methods and their description is available in "List of Service Level Management KPIs and Details" on page 103. If you need to create a new method, contact HP Software Support.
Status	Represents the key used to access the appropriate KPI results map. If you create a new rule whose key is not **Status**, you must enter the new key in the **Status** box. To create a new rule with a different key, contact HP Software Support. **Default Value:** Status
The KPI is critical	Select the trend for the KPI – for details on trend, see "Trend and History" in *Using Dashboard*. Select: ➤ **values are smaller.** When the values are small, the KPI is critical. ➤ **no different.** When the values are not different, the KPI is critical. ➤ **values are bigger.** When the values are large, the KPI is critical. **Note:** All of the fields listed above are connected to the calculation performed by the selected Applicable Rules.
Type	Select how you want the KPI to be presented in the Dashboard or Service Level Management application: **ICON**, **TEXT**, **PNR_BAR**, **BAR**, **GROUPBAR**, or **GROUPTEXT**. For details, see "Type" on page 128.
Units	Enter the type of unit applicable to the rule results displayed in the KPI. This parameter is for future use. For more details about the available units, see "Units of Measurement for Objectives" in *Using Dashboard*.

GUI Element (A-Z)	Description
Value	Represents the value of the key used to access the appropriate KPI results map. If you select a specific value in the **Type** list, you may have to change the value of the **Value** box. For details, see "KPI Value" on page 131. **Default Value:** Value
Value Postfix	Enter the row value postfix. This can remain blank if it is not required. For example, to indicate that the value of the KPI is in Euros, enter EUR.
Value Prefix	Enter the row value prefix. This can remain blank if it is not required. For example, to indicate that the value of the KPI is negative, enter a minus sign (-).

Parameters Area
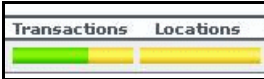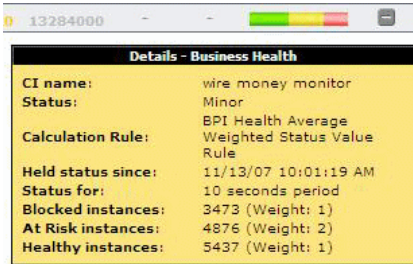
The following elements are included (unlabeled GUI elements are shown in angle brackets):
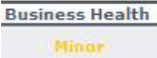
GUI Element (A-Z)	Description
✕	Click to delete the parameter.
✎	Click to modify the parameter details. For details, see "KPI Details Dialog Box" on page 123.
<Parameter>	The name of the parameter. For details about the default parameters, see "List of Default KPI Parameters" on page 134.
New	Click to define a new parameter. For details, see "Parameter Details Dialog Box (KPIs)" on page 135.

Type

The type of representation for the KPI can be:

Type	Description
BAR, ICON, TEXT	The results of BAR, ICON, and TEXT formats are:

Type	Description
GROUPBAR	The behavior of the **GROUPBAR** type depends on the KPI: ➤ **Transactions KPIs.** When one or more of the CI's children have the Business Process Step type, then the **Transactions** KPI is displayed as a **GROUPBAR** in the Console tab. ➤ **Locations KPIs.** When one or more of the CI's children has the Locations type, then the **Locations** KPI is displayed as a **GROUPBAR** in the Console tab. For example: ➤ **Business Health KPIs.** ➤ At all CI levels, the groupbar displays the number of instances for each one of the HP Business Process Insight statuses without consideration of the Weight. At the level above the Business Process CI, an icon represents the status of the worst child KPI. The Weight information is displayed in the tooltip. The tooltip color matches the color of the status (in the example below: Minor). The status is calculated by the rule assigned to the KPI. ➤ Above the Business Process CI level, the KPI displays an icon that shows the worst child status of the child CIs level. **Note:** The default type for the Business Health KPI is **GROUPBAR**.

Type	Description
GROUPTEXT	A KPI with the **GROUPTEXT** type displays:
	➤ **For any level CI except the top level of the group CI.** Displays the number of instances for each one of the available statuses without consideration of the Weight. The Weight information is displayed in the tooltip. The tooltip color matches the color of the status (in the example below: Minor). The status is calculated by the rule assigned to the KPI.
	Note: If the numbers are too large, select the **compactNumber** formatting method in the Formatting Method field. This method automatically trims the number, and displays the first digit of the trimmed number followed by the symbol for the number of digits; for example, 1235000 becomes 1M.
	➤ At the top level CI level, the KPI displays the spelled-out worst child status of the child CIs level.
PNR_BAR	The PNR_BAR representation is as follows:
	For more details about the PNR_BAR representation, see "Example – Attaching a PNR KPI to a CI" in *Using Dashboard*.

KPI Value

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

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

List of (KPI) Formatting Methods

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

Formatting Methods	Description
analyzeSiteScopeMessage	If, in a message, a long word overlaps the end of the line, the word is truncated. The rest of the word and the rest of the message are wrapped.
compactNumber	Select this method, if the numbers displayed with the **GROUPTEXT** type are too large. This method automatically trims the number; for example, 12000 becomes 12K and 123000000 becomes 123M.
encode	Inserts a back slash (\) before special characters.
formatDecimalNumber	Returns as a formatted decimal number. The number of digits after the decimal point is indicated by numAfterDot.
formatDateTime	Returns formatted as date and time: DDMMMYYYY hh:mm:ss
formatPnrValue	Formats the pnr time left in the PNR format.
getIntValue	Returns an int number as string.
getMilliAsSec	Returns a millisecond value as seconds by dividing the value by 1000.
getMustValue	Returns ! if there is a value, otherwise returns nothing.
getRemedyETTR	Deprecated. Use the EMS integration feature. For details, see "Enterprise Management Systems and the EMS Integrations Application Overview" in *Solutions and Integrations*.
getRemedyResource	Deprecated. Use the EMS integration feature. For details, see "Enterprise Management Systems and the EMS Integrations Application Overview" in *Solutions and Integrations*.
getResourceString	Returns the corresponding resource string to the given string.

Formatting Methods	Description
getStatusString	Returns the corresponding resource string to the given status string.
getWeightValue	Returns the value if there is a value, otherwise returns 1.
ifEndCheck	Changes an empty string into a comment line. Inserts "--->" at the end of the string.
ifStartCheck	Changes an empty string into a comment line. Inserts "<!--" at the end of the string.
numberToTime	Converts a string that can represent a period of time in seconds into a more readable format.
resourceFromKey	Used to get the resource of the ticketing sample field.
returnDateAsString	Returns the given date in milliseconds in the date format as it appears in the **.resources** file.
returnDateAsStringInSec	Returns the given date in seconds in to the date format as it appears in the **.resources** file.
returnNumOfDigitAfter Point	Formats the given string and returns a string that shows only 3 digit after the point.
returnNumOfDigitAfter Point(digits)	Formats the given string and returns a decimal number. The number of digits after the decimal point is specified in **(digits)**.
returnNumOfDigitAfter PointWithDollar	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign.
returnNumOfDigitAfter PointWithEuro	Converts the given string into a decimal number with 3 digits after the decimal point preceded by a dollar sign followed by a Euro sign.
returnWithPercentSign	Converts the given string into a decimal number with 3 digits after the decimal point followed by a percentage sign.

Formatting Methods	Description
toLowerCase	Returns the lower case of the given string.
toLowerCase_encode	Works in the same way as toLowerCase but adds add escaping on the return value.

List of Default KPI Parameters

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

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

GUI Element (A-Z)	Description
critical	(Red) Corresponds to a status within the Critical objective level.
downtime	(Gray with green outline) Stopped or downtime status. The corresponding profile/group/monitor is currently disabled.
OK	(Green) Corresponds to a status within the OK objective level.
major	(Orange) Corresponds to a status within the Major objective level.
minor	(Yellow) Corresponds to a status within the Minor objective level.
stop	Stopped or downtime (gray with green outline) status. The corresponding profile/group/monitor is currently disabled.
none	No Data (gray) status.
warning	Warning (yellow) status.
info	(Blue) Corresponds to a status that indicates that the KPI has a value and no status because the KPI's objectives have not yet been specified.

For details, see "KPI Objectives" in *Using Dashboard*.

🔍 Parameter Details Dialog Box (KPIs)

Description	Enables you to modify existing detailed information or enter new information about the KPI parameters. **To Access:** In the KPI Details dialog box, in the Parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter.
Important Information	For a list of KPI parameters and their default values, see each rule description in "List of Dashboard Business Rules" on page 164.
Included in Tasks	"Set Up a KPI" on page 74

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

GUI Element (A-Z)	Description
Key	Enter the name of the KPI parameter.
From/To	Enter the appropriate values. When the value of a KPI is in the range indicated by the **From** and **To** fields, the tooltip for the KPI is assigned the color specified in the **Color** field and the KPI is assigned the status icon specified in the **Icon** field.

GUI Element (A-Z)	Description
Color	Enter a color (HTML color code, RGB, or hexadecimal format) using the following syntax and save the changes: **<border_color>;<header_color>** where: ➤ **<border_color>** is the tooltip border color (in hex triplet format). ➤ **<header_color>** is the tooltip header color (in hex triplet format). The colors are separated by semi-colons. A hex triplet is a six-digit, three-byte hexadecimal number used to represent colors. The bytes represent the red, green and blue components of the color in respective order. One byte represents a number in the range 00 to FF. The hex triplet is formed by concatenating three bytes in hexadecimal notation. For example, consider the color where the red/green/blue values are hexadecimal numbers: red=24, green=68, blue=A0 (a greyish-blue color). To obtain the hex triplet, write the three hex bytes together without spaces, thus: 2468A0. If a byte is less than 16 (decimal) or 10 (hex) it must be represented with a leading zero to keep the number of digits in the triplet equal to six.
Icon	Enter the path to a status icon in the **Icon** box – for details, see "Change the KPI Status Icons" on page 68. The icon you specify is assigned to the KPI when the KPI value is within the range specified in the **From**/**To** fields

GUI Element (A-Z)	Description
Type	Enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.
Color	To modify the default color of the tooltip's header and border, open the Parameter Details dialog box, enter different colors in the **Color** box using the following syntax and save the changes: **<border_color>;<header_color>** where: ➤ **<border_color>** is the tooltip border color (in hex triplet format). ➤ **<header_color>** is the tooltip header color (in hex triplet format). The colors are separated by semi-colons. **Example:** A hex triplet is a six-digit, three-byte hexadecimal number used to represent colors. The bytes represent the red, green and blue components of the color in respective order. One byte represents a number in the range 00 to FF. The hex triplet is formed by concatenating three bytes in hexadecimal notation. For example, consider the color where the red/green/blue values are hexadecimal numbers: red=24, green=68, blue=A0 (a greyish-blue color). To obtain the hex triplet, write the three hex bytes together without spaces, thus: 2468A0. If a byte is less than 16 (decimal) or 10 (hex) it must be represented with a leading zero to keep the number of digits in the triplet equal to six.

5

Rules Repository Reference

This chapter provides information on the Business Rule Repository.

This chapter includes:

Concepts

Tasks

Reference

Business Rules Repository Overview

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

A business rule is used to calculate the value and status of a Key Performance Indicator (KPI). Some of the rules are used by the Dashboard, others are used by Service Level Management. Every KPI can hold three icons: real time status, trend, and history. The way status is determined for these icons is described in "Understanding KPI Status" in *Using Dashboard*.

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

The rule parameters are used to define the input for the rule. The values used for the parameters can be fixed values (defined within the parameter definition) or referenced values taken from the samples. The rule parameters are defined in the Business Rules Repository, as part of each rule definition. Alternatively, rule parameters may be defined in an adapter template for a data source (as part of the KPI definition), and the values set for these parameters override the definitions in the Business Rules Repository. For details, see "KPI Details Dialog Box" on page 123 and "Customize the Source Adapters" in *Model Management*.

For details about creating or editing rules, see "Business Rules Repository Page" on page 305.

This section includes the following topics:

➤ "Advanced Users" on page 141

➤ "Business Rule Categories" on page 141

➤ "Business Rules Repository Global Parameters" on page 142

➤ "Rules in Source Adapters, KPI Assignments, and KPI Enrichments" on page 143

Advanced Users

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

Business Rule Categories

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

There are two categories of business rules:

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

➤ **Group rules**. These are rules that aggregate the status results of a number of child CIs to produce a status for the parent CI, for example, the Worst Child Rule. A group rule looks only at its immediate children.

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

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

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

In the adapter templates, the business rule for each KPI is identified by a logic ID (the rule ID). For a list of the rules defined for Dashboard, see "List of Dashboard Business Rules" on page 164. For a list of the rules defined for Service Level Management, see "List of Service Level Management Business Rules" on page 228.

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

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

Depending on the type of rule, some rule parameters may be defined in an adapter template for a data source (as part of the KPI definition). The values set for these parameters override the definitions in the Business Rules Repository. For a list of rule parameters, see each rule parameter description in "List of Dashboard Business Rule Parameters" on page 222.

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

Note: If you add a rule, a matching tooltip (with the same ID number) is automatically created. For more details, see "Tooltips Repository Page" on page 493.

Business Rules Repository Global Parameters

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

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

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

➤ You can specify the calculation type for history status.

For details, see "Global Attributes Dialog Box" on page 307.

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

Rules in Source Adapters, KPI Assignments, and KPI Enrichments

In the adapter templates, which are used to map the entities in the data source to the configuration items (CIs) used by HP Universal CMDB, or in the KPI Assignments and KPI Enrichment Tasks, which are used to assign KPIs, rules, context menus, context menu items, and tooltips to a CI, the business rule for each KPI is identified by an ID number. For a list of the rules ID numbers, see "List of Dashboard Business Rules" on page 164 or "List of Service Level Management Business Rules" on page 228.

To access adapter templates, click **Admin > Universal CMDB > Source Manager**.

To access KPI assignments, click **Admin > Dashboard > KPI Assignments**.

To access KPI enrichment, click **Admin > EMS Integrations**.

Sample-Based and Time-Based Sampling

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

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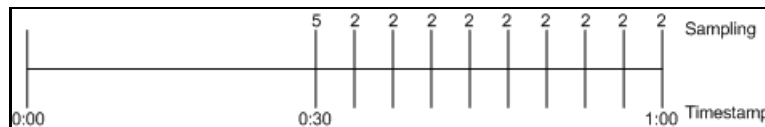
The result of the first part of the sampling period is 5. After that the result of each sampling period is 2.

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

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

Note: There is also a time and amount-based calculation method that works on the same basis as time-based, but takes into account the amount (value) received in the sample as a proportion of the total amount.

🎲 Understanding the Percentage Rule

The Percentage rule is listed in the list of Dashboard rules at "Percentage Rule" on page 190.

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

Note: For all percentage calculation methods, the number of gray child CIs (Info, No data, Stopped, or Downtime statuses) is ignored in the final calculation of the parent group score.

The different applications of the Percentage Rule are described below:

Basic Percentage Rule.

When using the Percentage Rule, parent group status is based on a percentage (the **score** for the group), calculated from the number of child CIs with red, orange, olive, green, or yellow status. Gray statuses are not taken into consideration. (Note that if any of the child CIs are weighted, this influences the percentage calculation, as described in Weighted Percentage, below.)

Each status has a value, as follows:

Status	Value
red	0
orange	5
yellow	10
olive	15
green	20

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

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

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

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

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

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

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

Weighted Percentage.

By default relationships are not weighted (**weight = 1**). You can change the default weight for a relationship in the **weight** box, accessed in the Define Configuration Item Relationship window (described in "New CI Wizard" in *Model Management*).

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

For example, taking the same group that was used for the basic percentage example (four CIs, two with red status and two with yellow status), if one of the red CIs has a weight of 4 and one of the yellow CIs has a weight of 2, then the average result calculation looks like this:

> 1 x 4 x 0 (red with weight=4)
> 1 x 1 x 0 (red with weight=1)
> 1 x 2 x 10 (yellow with weight=2)
> 1 x 1 x 10 (yellow with weight=1)
> Total = 30/(4+1+2+1) (total weight values for red and yellow children) = 3.75 (average result)

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

```
(3.75/20) x 100 = 18.75% (score)
```

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

Note: You can display the weight information in the KPI tooltip in Top View. For details, see "Customize Top View Tooltips" in *Using Dashboard*.

Dominant Child

By default, all CIs are in non-dominant relationships (**must** is cleared). You can change the setting for a relationship to dominant in the Define Configuration Item Relationship window (described in "New CI Wizard" in *Model Management*).

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

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

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

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

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

Note:

➤ Dominant CIs are only relevant when the group is using the Percentage Rule to calculate status.

➤ When a CI has both dominant and weighted child CIs only the dominant CI is taken into consideration when calculating the status of the parent CI using the Percentage rule.

Service Level Management Rules

The Service Level Management rules are divided into two sets:

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

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

For more details about Service Level Management rules, see "List of Service Level Management Business Rules" on page 228.

For details about creating or editing rules, see "Business Rules Repository Page" on page 305.

This section includes the following topics:

➤ "Overview of Service Level Management Business Rules" on page 149

➤ "Group, Monitor, and Sibling Business Rules" on page 149

➤ "Real User Monitor Business Rules" on page 149

➤ "Outage Business Rules" on page 150

➤ "Six Sigma Rules" on page 151

➤ "SOA Rules" on page 152

Overview of Service Level Management Business Rules

A KPI must always have an associated business rule that defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for the KPI. The properties and objectives assigned to the KPI depend on the selected rule.

Service Level Management provides rules for use with the KPIs. The rules are contained in the Business Rules repository.

During the creation of an SLA, you can accept the default business rules or you can define custom rules.

Group, Monitor, and Sibling Business Rules

Business rules consist of the following types:

➤ **Monitor business rule.** Measures the actual data sources (also called leaf rule).

➤ **Group business rule.** Performs calculations according to results of children.

➤ **Sibling business rule.** Takes sibling measurements into account before performing calculations. For example, the MTTR rule can perform its calculation only after it receives the result of one of the outages rules.

➤ **Outage business rule.** Used when calculating outages.

Real User Monitor Business Rules

Service Level Management calculates Real User Monitor rules in five minute chunks. You can view the results of these calculations in Service Level Management reports.

Real User Monitor rules are divided into the following categories:

➤ **Pages.** Service Level Management calculates rules for Real User Monitor page on aggregated data. Pages are either delivered to a client machine or not delivered, resulting in either success or failure. Real User Monitor calculates this success or failure by monitoring HTTP errors and application errors. For details on these reports, see "Page Summary Report" in *Using End User Management*.

Service Level Management also calculates outages based on the availability of Real User Monitor pages.

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

➤ **Transactions.** Service Level Management runs the Real User Monitor rules in the same way as Business Process Monitor rules. Service Level Management also measures Real User Monitor transaction outages (based on availability). Real User Monitor transactions measure two kinds of outages: Real User Monitor transaction outages and outages based on availability.

The Volume Average Value rule measures availability and takes into account the number of samples that are attributed to each of a CI's children.

Outage Business Rules

Service Level Management displays outage business rules in the Add Outage window:

For details on adding an outage to an SLA, see "Add Outage Dialog Box" in *Using Service Level Management*.

Service Level Management uses the following rules to calculate outages:

➤ "BPM Outage" on page 248

➤ "Outage Based on Availability" on page 258

➤ "Outage Based on System Availability" on page 259

➤ "SiteScope Monitor Outage" on page 268

➤ "SiteScope Outage" on page 269

➤ "WS SiteScope Outage" on page 289

Six Sigma Rules

Service Level Management uses two KPIs to measure Six Sigma compliance:

➤ **Availability Six Sigma.** The sigma value against which Service Level Management measures the time that a business application or a service is up and running. For example, if you set a sigma of 4, you are expecting that for every million opportunities (CIs), not more than 6,210 fail. For details, see "Availability Six Sigma" on page 104.

➤ **Performance Six Sigma.** The objective against which Service Level Management measures the time taken to execute a CI. For example, if you set a sigma of 3, you are expecting that for every million opportunities (CIs), less than 66,800 do not meet the target performance goal. For details, see "Performance Six Sigma" on page 112.

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

➤ "BPM Six Sigma Availability" on page 250

➤ "BPM Six Sigma Performance" on page 250

➤ "RUM Page Six Sigma Availability" on page 261

➤ "RUM Page Six Sigma Performance" on page 261

➤ "RUM Transaction Six Sigma Availability" on page 263

➤ "RUM Transaction Six Sigma Performance" on page 264

➤ "Six Sigma Group" on page 271

➤ "SiteScope Monitor Six Sigma" on page 269

SOA Rules

Service Level Management enables you to track how well Web services are performing in your system.

SOA business rules are available for KPIs that you attach to Web service CIs.

The following business rules measure Web services for Diagnostics and SiteScope CIs:

➤ "SOA Synthetic Monitor Performance" on page 274

➤ "SOA Six Sigma on Availability" on page 273

➤ "SOA Six Sigma on Performance" on page 273

🔨 Set Up/Edit a Business Rule

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

For a detailed scenario that includes creating rules, see "Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario" on page 53 and view the appropriate step.

This task includes the following steps:

➤ "Create a New Business Rule" on page 153

➤ "Edit a Rule" on page 154

➤ "Modify the Rule Parameters or the Rules Global Parameters" on page 155

➤ "Set a Rule and its Parameters Back to Default – Optional" on page 155

➤ "Attach the Rule to a KPI" on page 156

1 Create a New Business Rule

You can create a new customized rule by:

➤ **cloning.** This consists in copying a factory (predefined) rule or a customized rule to use as a template. To clone a rule, select a rule and click **Clone** in the Business Rules Repository page.

➤ **creating a new rule.** You can create a new rule without using an existing rule as a template. To create a new rule, click **New Item** in the Business Rules Repository page.

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

For details, see "Rule Details Dialog Box" on page 311.

2 Edit a Rule

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

Note: If you are creating a customized Generic Sample rule, a Generic Sum of Values Over Time rule, or a Generic Two Arguments rule, and the name of the time stamp field in the sample is not time_stamp, in the Rule Parameters area of the Rule Details dialog box, click **Edit** for the **Time Stamp Field** parameter. In the **Default Value** box, enter the name of the sample time stamp field. The type of the sample time stamp field must be time. Click **OK** to save the change.

You can modify existing detailed information for the rule. For details, see "Rule Details Dialog Box" on page 311.

Examples – Write a Generic Formula Rule

For details about the Generic Formula rule, see "Generic Formula Rule" on page 183.

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

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

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

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

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

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

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

3 Modify the Rule Parameters or the Rules Global Parameters

You can modify existing information or enter new information about the rule parameters and the Objective parameters for a specific rule. For details, see "Parameter Details Dialog Box (Rules)" on page 310.

To globally edit a parameter for all factory rules, access, from the **Rules** page, the Global Attributes Details dialog box and modify the appropriate parameters. For details, see "Global Attributes Details Dialog Box" on page 309.

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

---

4 Set a Rule and its Parameters Back to Default – Optional

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

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

5 Attach the Rule to a KPI

If you have created a new rule, you must add it to the rules already attached to the relevant KPI. For details, see the Applicable Rules GUI parameter in "KPI Details Dialog Box" on page 123.

Create a Customized Generic Sample Rule – Scenario

For a description of the rule, see "Generic Sample Rule" on page 184.

You want to display the comparison between the value of a selected value field in the event sample and specific objectives, so the status of the KPI to which the customized Generic Sample rule is attached is grey when the value of the sample field is less than 1 and larger than 5. To display the comparison you must clone the Generic Sample Rule, attach the cloned rule to a cloned KPI, and attach the cloned KPI to the appropriate CI.

To create a clone of the Generic Sample rule:

1 Select **Admin> Dashboard > Repositories > Business Rules**.

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

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

4 In the **Display Name** box, enter Value Event rule as the name of the cloned rule.

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

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

✏️ **6** If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes to the default objectives (values from 1 to 5 are colored, values less than 1 or more than 5 are colored grey). Click the **Edit** button for each objective parameters and enter the objective value in the Default Value box (**critical,** 5; **major**, 4; **minor**, 3; **warning**, 2; **OK**, 1). For details, see "Parameter Details Dialog Box (Rules)" on page 310.

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

---

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

To create the KPI for the rule:

1 Select **Admin> Dashboard** > **Repositories** > **KPIs**.

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

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

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

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

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

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

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

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

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

2 Select a view.

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

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

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

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

  7 In the **Business Rules Parameters** area, if required, specify the rule parameters.

  8 in the **Objectives** area, enter the objectives.

  9 In the **Selector** area, enter event as the name of the sample in the Value box that corresponds to the **sampleType** Field, and enter the other values corresponding to the other reference properties that the selector expression searches for in the incoming data samples sent from the data source. For details about the event sample, see "Sample: Event (event)" in *Reference Information*

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

Create a Customized Generic Sum of Values Over Time Rule – Scenario

For a description of the Generic Sum of Values rule, see "Generic Sum of Values Over Time Rule" on page 184.

You want to add the value of the u_iSumNetTime field in the trans_t sample for all the trans_t samples that arrive during the time period specified in the **duration** parameter. To display the value you must clone the Generic Sum of Values Over Time rule, attach the cloned rule to a cloned KPI, and attach the cloned KPI to the appropriate CI.

To create a clone of the Generic Sum of Values Over Time rule:

1 Select **Admin> Dashboard** > **Repositories** > **Business Rules**.

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

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

4 In the **Display Name** box, enter u_iSumNetTime Sum rule as the new name for the cloned rule.

 5 In the Rule Parameters area:

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

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

---

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

 6 If required, in the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see "Parameter Details Dialog Box (Rules)" on page 310.

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

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

 To define the customized rule for a KPI:

 1 Select **Admin> Dashboard > Repositories > KPIs**.

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

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

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

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

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

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

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

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

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

2 Select a view.

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

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

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

6 In the **Business rule** list, select the generic rule (u_iSumNetTime Sum rule) you just created.

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

Using the Generic Two Arguments Rule – Scenario

For a description of the Generic Two Arguments Rule, see "Generic Two Arguments Rule" on page 185.

You want to display the sum of Sum of component connection times in the transaction breakdown and Sum of component DNS times in the transaction breakdown sample field values from the trans_t sample. To display the sum you must clone the Generic Two Arguments Rule rule, attach the cloned rule to a cloned KPI, and attach the cloned KPI to the appropriate CI.

To create a customized Generic Two Arguments Rule:

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

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

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

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

5 In the Rule Parameters area:

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

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

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

   ---

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

   d Click the **Edit** button corresponding to the **Operator** parameter and in the **Default value** box, specify the operator (+) you want to use.

   e If required, click the **Edit** button corresponding to the **Factor** parameter and in the **Default value** box, specify 1.

6 In the Objective Parameters area, click the **Edit** button corresponding to the appropriate objective to open the Parameter details window and make the changes. For details, see "Parameter Details Dialog Box (Rules)" on page 310.

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

---

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

To define the customized rule for a KPI:

1 Select **Admin**> **Dashboard** > **Repositories** > **KPIs**.

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

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

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

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

6 In the **Applicable Rules** list, select **Worst Child**, click CTRL and click the cloned generic rule (Sum_Connect_DNS_Time rule) you just created to add it to the list of rules assigned to the KPI.

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

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

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

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

2 Select a view.

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

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

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

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

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

🔨 Set Up Rules to Display the Last Sample Details
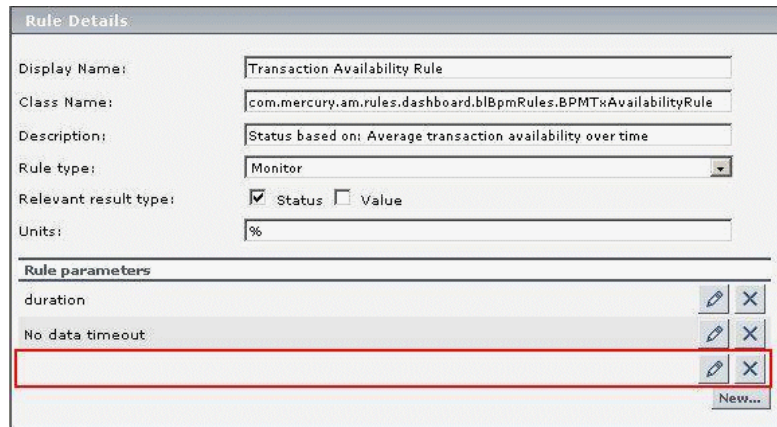
You can set up rules to save details from the last sample received for a CI, so that these details can be viewed in the Event Details window for the CI or in tooltips in Dashboard. For details about how to display the last sample information, see "View Sample Details" in *Using Dashboard*.

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

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

To save the last sample details, you can:

➤ **Set the property for an individual business rule.** Override the rule in the Business Rules Repository. In the Rule Details window for the new custom rule, add the parameter **saveLastSample** with Type=**Boolean** and Default Value=**true**. (Note that this property need only be defined for rules that apply to monitor CIs and that the parameter does not appear in the Rule parameters list.)

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

For details on editing global attributes, see "Global Attributes Dialog Box" on page 307.

List of Dashboard Business Rules

This section describes the following rules:

For more details about the rule's parameters, see "List of Dashboard Business Rule Parameters" on page 222.

Rule (Rule #)	Description	Parameters
Average Availability of Weighted Volume (55)	Calculates the weighted average based on the total number of users accessing the page monitored by the monitor, based on the Sum of availability of Monitors Per volume. This is a group rule.	**"volumeKPI" on page 227**
Average Latency of Weighted Volume (83)	Calculates the weighted average of the latency of the monitored End User groups weighted by the volume of users and the weighted relationships. For details about weighted relationships, see "Working with Relationships" in *Model Management*. This is a group rule.	**"volumeKPI" on page 227**
Average of Converted Performance Results in % (63)	Converts the monitors status into percentages using the Average of Performance Results in % rule, then calculates the average, compares the average to the objectives, and provides the result in percentages. This is a group rule.	**"volumeKPI" on page 227**

Rule (Rule #)	Description	Parameters
Average of Values **(31)**	Converts the monitors status into percentages using the Average of Performance Results in % rule, then calculates the average, compares the average to the objectives, and provides the result in percentages. This is a group rule.	No parameters
Average Performance of Weighted Volume in % (64)	Calculates the average performance based on the weighted volume (total number) of users accessing the page monitored by the Monitor, where the performance of the monitor has been converted to percentages by the Average of Performance Results rule. This is a group rule.	**"volumeKPI" on page 227**
Average Performance of Weighted Volume in Seconds (65)	Calculates, in seconds, the average performance based on the weighted volume (total number) of users accessing the page monitored by the Monitor, where the performance of the monitor has been converted to percentages by the Average of Performance Results rule. This is a group rule.	**"volumeKPI" on page 227**
Best Child Rule (2)	Calculates the best result value based on all of the CI's KPI children (based on the highest **status** held by any of the child CIs). This is a group rule. If, for example, at least one CI within a subgroup currently has green status, then the CIs for both the subgroup and group that contain that CI also displays green status. This is a group rule.	No parameters

Rule (Rule #)	Description	Parameters
BPI Average Weighted Status Rule for Duration KPI (623)	You can specify status weights using the rule parameters in the rule definition. The rule calculates the following value: **sum (instances x weight x status)/** **sum (instances x weight)** The resulting value is a number between 0 and 20 that is translated to the closest status and represented by a colored icon. This is a monitor rule. **Example:** Information about the number of instances per status is provided by HP Business Process Insight. The weights are the rule parameters. The value for each status is calculated by the BPI Average Weighted Status rule. <table><tr><td></td><td>**Number of Instances**</td><td>**Weight**</td><td>**Status**</td></tr><tr><td>critical</td><td>20</td><td>1</td><td>0</td></tr><tr><td>major</td><td>15</td><td>1</td><td>5</td></tr><tr><td>minor</td><td>5</td><td>1</td><td>10</td></tr><tr><td>warning</td><td>10</td><td>1</td><td>15</td></tr><tr><td>OK</td><td>1</td><td>1</td><td>20</td></tr></table> The result of the rule calculation is: (20*1*0+15*1*5+5*1*10+10*1*15+1*1*20)/ (20*1+15*1+5*1+10*1+1*1)=5,784 -> 5 is the nearest status which is **Major**.	**"OK weight" on page 225** **"Warning Weight" on page 227** **"Minor weight" on page 224** **"Major weight" on page 224** **"Critical weight" on page 222**

Rule (Rule #)	Description	Parameters
BPI Average Weighted Status Rule for Value KPI (611)	You can specify status weights using the rule parameters in the rule definition. The rule calculates the following value: **sum (instances x weight x status)/** **sum (instances x weight)** The resulting value is a number between 0 and 20 that is translated to the closest status and represented by a colored icon. This is a monitor rule. **Example:** Information about the value of instances per status is provided by HP Business Process Insight. The weights are the rule parameters. The value for each status is calculated by the BPI Average Weighted Status rule. |	**Number of Instances**	**Weight**	**Status**
---	---	---	---
critical	20	1	0
major	15	1	5
minor	5	1	10
warning	10	1	15
OK	1	1	20 | The result of the rule calculation is: (20*1*0+15*1*5+5*1*10+10*1*15+1*1*20)/(20*1+15*1+5*1+10*1+1*1)=5,784 -> 5 is the nearest status which is **Major**.	"OK weight" on page 225 "Warning Weight" on page 227 "Minor weight" on page 224 "Major weight" on page 224 "Critical weight" on page 222

Rule (Rule #)	Description	Parameters
BPI Duration Monitor Rule (608)	The rule calculates different results depending on the value of the **logic** parameter: ➤ **logic = maximum.** The maximum time it took for instances to pass through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = minimum.** The minimum time it took for instances to pass through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = average.** Default. The average time it took for instances to pass through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = weighted_average.** The total duration and the total weight values are sent by HP Business Process Insight. The weighted_average value displayed by the Duration KPI corresponds to: **total weighted duration/total weight** By default, samples are sent every 15 minutes. This is a monitor rule.	**"logic" on page 223**
BPI Group Rule for BP CI (619)	Propagates the value and status of the Backlog and Volume KPIs attached to the BPI Business Process Monitor CI to the Business Process CI. This is a group rule.	No parameters
BPI Group Rule for BP Step CI (621)	Propagates the value and status of the Backlog and Volume KPIs attached to the BPI BP Step Monitor CI to the Business Process Step CI. This is a group rule.	No parameters

Rule (Rule #)	Description	Parameters
BPI Health Average Weighted Status Count Rule (614)	You can specify status weights using the rule parameters in the rule definition. The rule calculates the following value: **sum (instances x weight x status)/** **sum (instances x weight)** The resulting value is a number between 0 and 20 that is translated to the closest status and displayed as the color of the tooltip. A group bar displays the number of instances per instance status up to the Business Process CI level. This is a monitor rule. **Example:** The number of instances per BPI status and the BPI statuses are provided by HP Business Process Insight. The weight information is taken from the values of the rule parameters. The value for each status is calculated by the rule.	"HealthyWeight" on page 223 "AtRiskWeight" on page 222 "BlockedWeight" on page 222

	Number of Instances	**Weight**	**Status**
Healthy	3	1	20
At Risk	5	2	10
Blocked	4	1	0

The result of the rule calculation is:
$(3*1*20 + 5*2*10 + 4*1*0)/(3*1+5*2+4*1) = 160/17 = 9,411$ which is converted into 10 = **Minor** Dashboard status and displayed in the tooltip.

The groupbar displays the following information:

3 instances with Healthy
status, 5 instances with At Risk
status, and 4 instances with
Blocked status

Rule (Rule #)	Description	Parameters
BPI Health Average Weighted Status Value Rule (617)	You can specify status weights using the rule parameters in the rule definition. The rule calculates the following value: **sum (instances x weight x status)/** **sum (instances x weight)** The resulting value is a number between 0 and 20 that is translated to the closest status and displayed as the color of the tooltip. A group bar displays the sum of values of the instances per status up to the Business Process CI level. This is a monitor rule. **Example:** The number of instances per BPI status and the BPI statuses are provided by HP Business Process Insight. The weight information is taken from the values of the rule parameters. The cost for each status is calculated by the rule. |	Sum of Value	Weight	Status
---	---	---	---
Healthy	\$1000	1	20
At Risk	\$1500	2	10
Blocked	\$700	1	0 | The result of the rule calculation is: (1000*1*20 + 1500*2*10 + 700*1*0)/ (1000*1+1500*2+700*1) = 10.63 which is converted into 10 = **Minor** Dashboard status. The groupbar displays the following information: The sum of values is: 1000 for instances with Healthy status, 1500 for instances with At Risk status, and 700 for instances with Blocked status	**"HealthyWeight" on page 223** **"AtRiskWeight" on page 222** **"BlockedWeight" on page 222**

Rule (Rule #)	Description	Parameters
BPI Health Group Rule for BP CIs (620)	Propagates the value and status of the Business Health KPIs attached to the BPI Monitor CIs to the Business Process CI. This is a group rule.	No parameters
BPI Health Status Percentage Count Rule (615)	The rule calculates the percentage of instances with a status equal or better than the status specified in the **PassedStatus** parameter of the rule, relative to the total number of instances in the sample; the status is derived from the objectives set for the rule. A group bar displays the sum of values of the instances per status up to the Business Process CI level. This is a monitor rule. **Example:** If **PassedStatus** is defined as 20 (OK/Healthy), all instances with status 20 or more are **PassedStatus** instances. In the example, 10 instances match the criteria. The rule returns: (10)/(10+12+8)=25% which is then compared to the objectives and translated into a status. | BPI Statuses from HP Business Process Insight	Number of Instances
---	---
Healthy (20 OK)	10
At Risk (10 Minor)	12
Blocked (0 Critical)	8		**"PassedStatus" on page 225**

Rule (Rule #)	Description	Parameters
BPI Health Status Percentage Value Rule (618)	The rule calculates the number of instances with a status equal or better than the status specified in the **PassedStatus** parameter of the rule, relative to the total number of instances in the sample; the status is derived from the objectives set for the rule. A group bar displays the sum of values per instance status up to the Business Process CI level. This is a monitor rule. **Example:** If **PassedStatus** is defined as 20 (OK/Healthy), all instances with status 20 or more are **PassedStatus** instances. The rule returns: (\$1000)/(1000+5000+500)=15% which is then compared to the objectives and translated into a status. <table><tr><td>**BPI Statuses from HP Business Process Insight**</td><td>**Cost**</td></tr><tr><td>Healthy (20 OK)</td><td>\$1000</td></tr><tr><td>At Risk (10 Minor)</td><td>\$5000</td></tr><tr><td>Blocked (0 Critical)</td><td>\$500</td></tr></table>	**"PassedStatus" on page 225**
BPI Health Worst Process Instances Count Rule (613)	The samples sent by HP Business Process Insight, includes the number of instances for each status (**Healthy**, **At Risk** and **Blocked**), where the statuses are calculated by HP Business Process Insight. The rule searches for the worst status in the sample. This is a monitor rule. **Example:** If the sample contains instances with status: ➤ **Blocked** then the rule returns **Critical** status. ➤ **At Risk** then the rule returns **Minor** status. If the sample contains instances with other statuses, the status returned is **OK.**	No parameters

Rule (Rule #)	Description	Parameters
BPI Health Worst Process Instances Value Rule (616)	The samples sent by HP Business Process Insight, includes the number of instances for each status (**Healthy**, **At Risk** and **Blocked**), where the statuses are calculated by HP Business Process Insight. The rule searches for the worst status in the sample. This is a monitor rule. **Example:** If the sample contains instances with status: ➤ **Blocked** and a non-zero value then the rule returns **Critical** status. ➤ **At Risk** and a non-zero value then the rule returns **Minor** status. If the sample contains instances with other statuses, the status returned is **OK.**	No parameters
BPI Monitor Backlog Count Rule (604)	Calculates the number of instances that are currently passing through one of the following: ➤ One Business Process Step (when the Backlog KPI is assigned to a BPI Business Process Step Monitor CI). ➤ A group of BP Steps (when the Backlog KPI is assigned to a BPI Value Monitor, a BPI Duration Monitor, or a BPI Custom Monitor). ➤ A Business Process (when the Backlog KPI is assigned to a Business Process Monitor CI). This is a monitor rule.	No parameters
BPI Monitor Backlog Value Rule (605)	Calculates the value/cost of the instances that are currently passing through one of the following: ➤ One Business Process Step (when the Backlog KPI is assigned to a BPI Business Process Step Monitor CI). ➤ A group of BP Steps (when the Backlog KPI is assigned to a BPI Value Monitor, a BPI Duration Monitor, or a BPI Custom Monitor). ➤ A Business Process (when the Backlog KPI is assigned to a Business Process Monitor CI). This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
BPI Monitor Volume Count Rule (606)	The sample contains the number of completed instances in the most recent collection interval. Calculates the number of the instances in the sample, that completed passing through one of the following: ➤ One Business Process Step (when the Backlog KPI is assigned to a BPI Business Process Step Monitor CI). ➤ A group of BP Steps (when the Backlog KPI is assigned to a BPI Value Monitor, a BPI Duration Monitor, or a BPI Custom Monitor). ➤ A Business Process (when the Backlog KPI is assigned to a Business Process Monitor CI). This is a monitor rule.	No parameters
BPI Monitor Volume Value Rule (607)	Calculates the value/cost of the instances in the sample, that completed passing through one of the following: ➤ One Business Process Step (when the Backlog KPI is assigned to a BPI Business Process Step Monitor CI). ➤ A group of BP Steps (when the Backlog KPI is assigned to a BPI Value Monitor, a BPI Duration Monitor, or a BPI Custom Monitor). ➤ A Business Process (when the Backlog KPI is assigned to a Business Process Monitor CI). This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
BPI Status Percentage Rule for Duration KPI (624)	The rule calculates the percentage of instances with a status equal or better than the status specified in the **PassedStatus** parameter of the rule, relative to the total number of instances in the sample; the status is derived from the objectives set for the rule. This is a monitor rule. **Example:** If **PassedStatus** is defined as 10 (minor), all instances with status 10 or more are **PassedStatus** instances. In the following example, the instances that correspond to the criteria are: 1 instance with OK status, 10 instances with the warning status, and 5 instances with the minor status. The rule returns: $(1+10+5)/(1+10+5+15+10)=40\%$. <table><tr><td></td><td>**Instances**</td><td>**Weight**</td><td>**Value**</td></tr><tr><td>critical</td><td>10</td><td>1</td><td>0</td></tr><tr><td>major</td><td>15</td><td>1</td><td>5</td></tr><tr><td>minor</td><td>5</td><td>1</td><td>10</td></tr><tr><td>warning</td><td>10</td><td>1</td><td>15</td></tr><tr><td>OK</td><td>1</td><td>1</td><td>20</td></tr></table>	**"PassedStatus" on page 225**

Rule (Rule #)	Description	Parameters
BPI Status Percentage Rule for Value KPI (612)	The rule calculates the percentage of instances with a status equal or better than the status specified in the **PassedStatus** parameter of the rule, relative to the total number of instances in the sample; the status is derived from the objectives set for the rule. This is a monitor rule. **Example:** If **PassedStatus** is defined as 10 (minor), all instances with status 10 or more are **PassedStatus** instances. In the following example, the instances that correspond to the criteria are: 1 instance with OK status, 10 instances with the warning status, and 5 instances with the minor status. The rule returns: (1+10+5)/(1+10+5+15+10)=40%. <table><tr><td></td><td>**Instances**</td><td>**Weight**</td><td>**Value**</td></tr><tr><td>critical</td><td>10</td><td>1</td><td>0</td></tr><tr><td>major</td><td>15</td><td>1</td><td>5</td></tr><tr><td>minor</td><td>5</td><td>1</td><td>10</td></tr><tr><td>warning</td><td>10</td><td>1</td><td>15</td></tr><tr><td>OK</td><td>1</td><td>1</td><td>20</td></tr></table>	**"PassedStatus" on page 225**

Rule (Rule #)	Description	Parameters
BPI Value Monitor Rule (609)	The rule calculates different values/costs depending on the value assigned to the logic parameter: ➤ **logic = maximum.** The maximum value/cost of the instances that passed through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = minimum.** The minimum value/cost of the instances that passed through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = average.** Default. The average value/cost of the instances that passed through the monitored BPI Steps during the sampling period in HP Business Process Insight. ➤ **logic = weighted_average.** The total value and the total weight values are sent by HP Business Process Insight. The weighted_average value displayed by the Value KPI corresponds to: **total weighted value/total weight**. By default, samples are sent every 15 minutes. This is a monitor rule.	**"logic" on page 223**
BPI Worst Violated Instances Rule for Duration KPI (622)	The samples sent by HP Business Process Insight, includes the number of instances for each status (**Minor**, **Major**, and so on), where the statuses are calculated by HP Business Process Insight. The rule searches for the worst status in the sample. This is a monitor rule.	No parameters
BPI Worst Violated Instances Rule for Value KPI (610)	The samples sent by HP Business Process Insight, includes the number of instances for each status (**Minor**, **Major**, and so on), where the statuses are calculated by HP Business Process Insight. The rule searches for the worst status in the sample. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
BPM WS Operation Percentile Performance Rule (1307)	Calculates the percentile performance of a Web service operation defined as the percentage of calls that did not pass the Business Process Monitor threshold out of available calls. The rule works as follows: 1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 2 Sums the number of calls that did not pass the SiteScope threshold into **sumOfNotOverThresholdCalls**. The calculation for each sample is: calls_count - error_count - over_threshold_server_time 3 The result is calculated as: (sumOfNotOverThresholdCalls * 100) / sumOfAvailableCalls **calls_count**, **error_count**, and **over_threshold_client_time** are sample fields. This is a monitor rule.	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
BPM WS Operation Performance Rule (1306)	Calculates the performance of a Web service operation defined as the average client time (ms) of available calls. The average server time data is obtained from Business Process Monitor samples.	**"duration" on page 222** **"No data timeout" on page 224**
	The rule works as follows:	
	1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count	
	2 Sums the number of available calls into **sumOfAvailableCallsTime**.	
	3 The result is calculated as: sumOfAvailableCallsTime/sumOfAvailableCalls	
	calls_count, **error_count**, and **avg_server_time** are sample fields.	
	This is a monitor rule.	
Business Transaction Group Rule (1417)	Group rule for HP TransactionVision data. Assigns value and status to a Business Transaction CI by taking the value and status directly from the child TV Monitor CI. This is a group rule.	No parameters
Customer Rule (12)	Displays the status of the worst KPI of all of the CIs' children. If, for example, at least one CI within a subgroup currently has green status, then the CIs for both the subgroup and group that contain that CI also displays green status. This is a group rule.	No parameters

Rule (Rule #)	Description	Parameters
Dashboard PNR Rule (351)	Produces status to be presented in the Dashboard, based on Point of No Return (PNR) samples (created by the corresponding internal SLM PNR. For details, see "PNR (Point of No Return)" on page 260). The status is displayed in bar form in the Dashboard tab. The PNR samples measure unavailability in the period of time that has elapsed, and how much time remains before the agreement is in breach of contract. This is a group rule. **How Dashboard calculates unavailability:** Service level agreements regularly include a clause covering unavailability, that is, the period of time that a system may be down. For example, if availability must be 98.5%, then a system may be unavailable 1.5% of the time. The Dashboard PNR Rule (the rule always assigned to the PNR KPI) calculates unavailability according to the target availability for the CI (the time that the component must be available, according to the SLA). This calculation is also based on the measurements for the Service Level Management Availability KPI that is attached to the CI when creating the SLA. The following example shows how Dashboard calculates the time a system may be unavailable: The start of the week is Monday, 8 Aug 05 00:00 AM. Today is Friday 12 Aug 05 10:15 AM. The time range is Week to Date. The time interval is Business Hours, that is, 8:00 AM to 5:00 PM, Monday to Friday. The time that has passed for this time range is: 4 whole days (Monday to Thursday) = 4 x 9 = 36 hours. Part of a day (Friday) = 8:00 AM - 10.15 AM = 2.25 hours. Total time = 38.25 hours. Availability (as defined in SLA) = 98.5% Availability, therefore, must be 98.5% x 38.25 = 37.68 hours. Maximum unavailability = 38.25-37.68 = 0.57 hours. If unavailability reaches above this limit, Dashboard changes the status icon colors in the SLM tab.	**"No data timeout"** on page 224

Rule (Rule #)	Description	Parameters
Diagnostics for J2EE/.Net General (1075)	Calculates the status of the HP Diagnostics Application KPI based on the worst of all statuses from the J2EE rules calculations. For more details about Diagnostics for J2EE/.Net, see the HP Diagnostics documentation. This is both a group and monitor rule.	**"No data timeout" on page 224**
Diagnostics WS Operation Percentile Performance Rule (1302)	Calculates the percentile performance of a Web service operation defined as the percentage of calls that did not pass the diagnostics threshold out of available calls. This is a monitor rule. The rule works as follows: 1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 2 Sums the number of calls that did not pass the diagnostics threshold into **sumOfNotOverThresholdCalls**. The calculation for each sample is: calls_count - error_count - over_threshold_server_time 3 The result is calculated as: (sumOfNotOverThresholdCalls * 100) / sumOfAvailableCalls **calls_count**, **error_count**, and **over_threshold_server_time** are sample fields.	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
Diagnostics WS Operation Performance Rule (1301)	Calculates the performance of a Web service operation defined as the average server time (ms) of available calls. The average server time data is obtained from diagnostics samples. This is a monitor rule. The rule works as follows: 1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 2 Sums the server time of available calls into **sumOfAvailableCallsTime**. 3 The result is calculated as: sumOfAvailableCallsTime / sumOfAvailableCalls **calls_count**, **error_count**, and **avg_server_time** are sample fields.	**"duration" on page 222** **"No data timeout" on page 224**
Diagnostics WS Operation Throughput Rule (1303)	Calculates the throughput of a Web service operation defined as the total number of calls divided by the time frame. The total number of calls is obtained from the Diagnostics sample. The time frame is defined in minutes, each time the rule is calculated according to the following formula: number of samples in the sample container * sample aggregative time. The aggregative sample time is 5 minutes.This is a monitor rule. The rule works as follows: 1 Sums the **calls_count** filed into **sumOfTotalCalls**. sumOfTotalCalls / (sampleContainerSize * 5) 2 The result is calculated as: **calls_count** is a sample field.	**"duration" on page 222** **"No data timeout" on page 224**
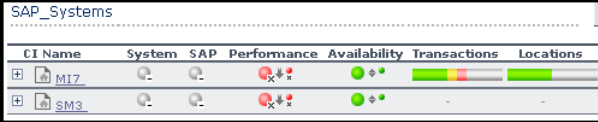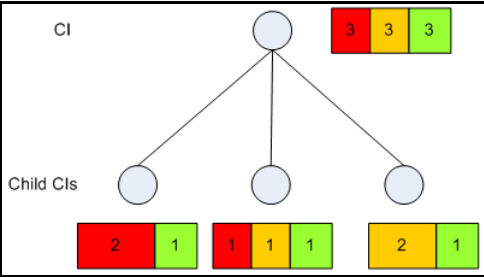
Rule (Rule #)	Description	Parameters
EMS Simple Rule (0)	Calculates the KPI status based on metrics collected from UDX (custom data) event or old EMS samples for a typical EMS system. KPI status is assigned according to the following values: 	**"No data timeout" on page 224** **"Number of Problematic Samples" on page 225** **"Total Number of Samples" on page 227**

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

This is both a group and monitor rule.

Rule (Rule #)	Description	Parameters
Generic Formula Rule (1510)	Use this rule to add new business logic behavior to Dashboard. You can use the rule to create a set of calculation methods (sum, count, average, and so on) that can be applied to every type of sample: legacy (SiteScope, Business Process Monitor, and Real User Monitor) and Enterprise Management Systems (EMS) samples. This rule applies only to monitor CIs that are based on samples. This is a monitor rule. For details about how the rule works, see "Generic Formula Rule – Details" on page 220. For a detailed example of how to create a customized Generic Formula rule, see "Examples – Write a Generic Formula Rule" on page 154.	**"Formula" on page 223** **"duration" on page 222** **"Time stamp field" on page 227** **"No data timeout" on page 224**
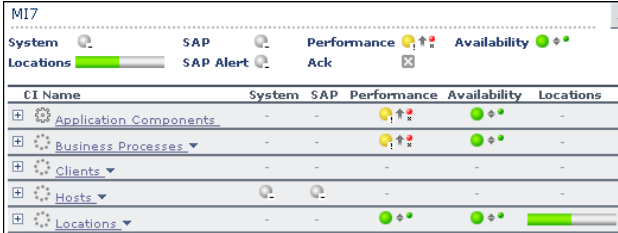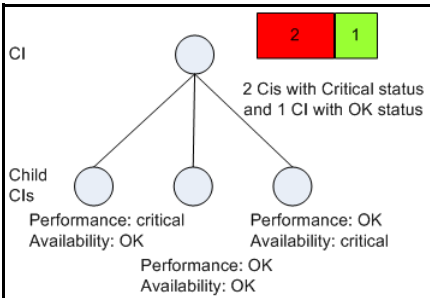
Rule (Rule #)	Description	Parameters
Generic Sample Rule (21)	Use this rule to create a customized rule. The rule compares the value of a selected field from a sample to the objectives and returns the result of the comparison. The tooltip of the Generic Sample Rule is empty. This is a monitor rule. To use the Generic Sample Rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all of the CI parents. For a detailed example of how to create a customized Generic Sample Rule, see "Create a Customized Generic Sample Rule – Scenario" on page 156.	**"No data timeout"** on page 224 **"Field name"** on page 223 **"Time stamp field"** on page 227
Generic Sum of Values Over Time Rule (1501)	Use this rule to create a customized rule. The rule adds the values of the selected sample field for all of the samples that arrive during the time period specified in the **duration** parameter. The tooltip for the Generic Sum of Value Over Time Rule is empty. This is a monitor rule. To use the Generic Sum of Values Over Time rule, you must first customize the rule, and then attach the rule to a KPI, and then attach the KPI to a view. The KPI automatically propagates the rule selected in the Default Rule list to all of the CI parents. For a detailed example of how to create a customized Generic Sum of Values Over Time rule, see "Create a Customized Generic Sum of Values Over Time Rule – Scenario" on page 158.	**"No data timeout"** on page 224 **"Field name"** on page 223 **"Time stamp field"** on page 227 **"duration"** on page 222

Rule (Rule #)	Description	Parameters
Generic Two Arguments Rule (1500)	Use this rule to perform a specific calculation based on the values of two specific fields. The calculation is performed as follows: calculate a value based on an operation (specified by the arithmetic operator) and two fields that are the sample's keys, multiply the result by a factor, and then compare the result with specified objectives. You must create a KPI and attach the Generic Two Arguments Rule rule to that KPI. The tooltip for the Generic Sum of Value Over Time Rule is empty. This is a monitor rule. For a detailed example of how to create a customized Generic Two Arguments rule, see "Using the Generic Two Arguments Rule – Scenario" on page 160.	**"No data timeout" on page 224** **"First Field Name" on page 223** **"Second Field Name" on page 227** **"Operator" on page 225** **"Time stamp field" on page 227** **"Factor" on page 223**

Rule (Rule #)	Description	Parameters
HP OpenView Service Navigator Rule (22)	Calculates the KPI status based on metrics collected from UDX event samples or old format HP OpenView samples for an HP OpenView Service Navigator measurement CI. Status is assigned according to the following values: <table><tr><td>**KPI Status**</td><td>**Value for an HP Sample**</td><td>**Value for an old format HP OpenView Sample**</td></tr><tr><td>Uninitialized</td><td>0</td><td>0</td></tr><tr><td>Informational</td><td>1</td><td>10</td></tr><tr><td>Warning</td><td>2</td><td>20</td></tr><tr><td>Minor</td><td>3</td><td>30</td></tr><tr><td>Major</td><td>4</td><td>40</td></tr><tr><td>Critical</td><td>5</td><td>50</td></tr></table> This is both a group and a monitor rule.	**"Time stamp field" on page 227** **"Number of Problematic Samples" on page 225** **"Total Number of Samples" on page 227**
HP Worst Child Rule (23)	Calculates the status for the HP System KPI based on the worst status held by any of the child CIs. If, for example, at least one CI within a subgroup currently has red status, then the CIs for both the subgroup and the group that contains that CI also displays red status. This is a group rule.	**"InitStatus" on page 223**

Rule (Rule #)	Description	Parameters
Impact Over Time Rule (24)	Calculates the financial loss due to non-availability over time. The non-availability period starts when the status of the Availability KPI changed to Critical (red) status until the current time. The financial loss for the CI is calculated by multiplying the total Critical period by an hourly $ amount (defined by the **DollarImpactFactor** parameter for the rule) and dividing by 60. The financial loss indication changes from green to red when the figure passes the objectives defined in the **DollarImpactThreshold** parameter for the rule. At the monitor level, attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: DollarImpactFactor. This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is $0.0. At the group level, attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule summarizes all of the values of the Real Time Impact KPI of its children. This is a group rule.	**"DollarImpactFactor."** **"StatusDimension" on page 227**

Rule (Rule #)	Description	Parameters
Locations Grouped Parent Rule (1110)	When a SAP System CI or a Siebel Enterprise CI has Locations group child CIs, the rule uses the results of the Locations Grouped rule for each child CI and calculates and displays the sum of each status. For each result, the tooltip displays the amount of children for each status. This is both a group and a monitor rule. **Example:** If a CI has three child CIs, the Locations Parent Group rule summarizes the bars for its children. The rule aggregates the bars calculated by the Locations Grouped Rule for all of the children into one bar. The tooltip displays for each status how many children have that specific status. 	**"Time stamp field"** on **page 227** **"duration"** on **page 222**

Rule (Rule #)	Description	Parameters
Locations Grouped Rule (1105)	For a Locations group CI with child CIs, the rule selects the worst status of **Performance** and **Availability** for each child CI, calculates the sum of children with each specific status and displays that information in a bar. The tooltip displays for each status the sum of all of the CI's children with that status. This is both a group and a monitor rule. **Example:** The rule calculates the status of the Locations CI by taking for each child the worst status of **Performance** and **Availability**. It then calculates the sum of children with each specific status and displays that information in a bar: 	**"No data timeout" on page 224** **"duration" on page 222**

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Rule (Rule #)	Description	Parameters
Number of Open Incidents (2600)	Returns the total number of incidents whose current state is the state specified in the **Initial State** parameter and whose severity is lower or equal to the value specified in the **Severity** parameter. Incidents whose current state corresponds to the **Final State** or whose **Severity** is higher than the value specified in the **Severity** parameter are not included in the calculation. This is both a group and a monitor rule.	**"Initial State" on page 223** **"Final State" on page 223** **"Severity" on page 227**
Number of Running Sessions Rule (1107)	The rule receives the number of sessions from the SiteScope Number of Running Sessions measurement and compares that result with the objectives set for the rule. The result is the number of running sessions colored according to the objectives set for the rule. This rule is used by the HP Business Availability Center for Siebel Applications solution. This is both a group and a monitor rule.	**"No data timeout" on page 224**
Number of Tasks in Error Rule (1101)	The rule receives the value of SiteScope Number of Tasks in Error measurement and compares that result with the objectives set for the rule. The result is the number of tasks in error colored according to the objectives set for the rule. This rule is used by the HP Business Availability Center for Siebel Applications solution. This is a group rule.	**"No data timeout" on page 224**
Percentage Rule (17)	Calculates the weighted average of the statuses of all of the children. The result is in percentages. This is a group rule. For details about understanding the rule, see "Understanding the Percentage Rule" on page 144.	No parameters

Rule (Rule #)	Description	Parameters
Real Time Impact (19)	Calculates financial loss due to non-availability. The non-availability period starts the last time the status of the CI Availability KPI changed to Critical (red) status to the current time. The financial loss for the CI is calculated by multiplying the total Critical period by an hourly $ amount (defined by the **DollarImpactFactor** parameter for the rule) and dividing by 60. At the monitor/leaf level, you should attach the Real Time Impact rule to the RT impact KPI and the Availability KPI to the same CI. The Real Time Impact rule measures the time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable. If the Availability KPI status is not red, then the Real Time Impact value is 0.0$. At the group level, you should attach the Sum of Values rule to the RT Impact KPI. The Sum of Values rule calculates the sum of all of the values of the Real Time Impact KPI of its children. The financial loss indication changes from green to red when the figure passes the threshold defined in the **DollarImpactThreshold** parameter for the rule. This is a group rule.	**"DollarImpactFactor" on page 222** **"StatusDimension" on page 227**

Rule (Rule #)	Description	Parameters
RUM Application Session Statistics Monitor Availability Rule (56)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_samples" on page 226** **"sample_group_by_fields" on page 226**
RUM Application Session Statistics Monitor Performance Rule (66)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_samples" on page 226** **"sample_group_by_fields" on page 226**

Rule (Rule #)	Description	Parameters
RUM Application Session Statistics Monitor Volume Rule (76)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation the total volume is the sum of volumes of individual samples.	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_sampl es" on page 226** **"sample_group_ by_fields" on page 226**
RUM Bandwidth Rule (81)	Displays the amount of traffic (in bytes) between the application server and end users accessing the server (this includes traffic in both directions), during the time period specified by the **duration** parameter. This includes both HTTP and HTTPS traffic.	**"duration" on page 222** **"No data timeout" on page 224**
RUM Component Availability Rule (80)	Calculates the percentage of pages without server errors over the time period specified in the **duration** parameter for the rule, for a server monitored by the Real User Monitor. The threshold for the rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
RUM End User Session Statistics Monitor Availability Rule (57)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_samples" on page 226** **"sample_group_by_fields" on page 226**
RUM End User Session Statistics Monitor Performance Rule (67)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_samples" on page 226** **"sample_group_by_fields" on page 226**

Rule (Rule #)	Description	Parameters
RUM End User Session Statistics Monitor Volume Rule (77)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_sampl es" on page 226** **"sample_group_ by_fields" on page 226**
RUM Event Monitor Volume Rule (73)	Counts the total number of times that a defined event or error (monitored by the Real User Monitor) occurred during the time period specified by the **duration** parameter for the rule. The volumes for error have the following thresholds: ➤ Red (>7) ➤ Yellow (<7) ➤ Green (<1)	**"duration" on page 222** **"No data timeout" on page 224**
RUM Latency Rule (82)	Displays the average roundtrip time for a packet, between the end users and the server monitored by the Real User Monitor, during the time period specified by the **duration** parameter for the rule. The displayed status color represents the average value as follows: ➤ Red (>200) ➤ Yellow (<200) ➤ Green (<50) The thresholds used by this rule are configured in System Availability Management.	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
RUM Location Session Statistics Monitor Availability Rule (58)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with availability events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_sampl es" on page 226** **"sample_group_ by_fields" on page 226**
RUM Location Session Statistics Monitor Performance Rule (68)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule calculates the result as follows: **100% * (total number of active sessions - number of active sessions with performance events)/total number of active sessions**. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_sampl es" on page 226** **"sample_group_ by_fields" on page 226**

Rule (Rule #)	Description	Parameters
RUM Location Session Statistics Monitor Volume Rule (78)	Data aggregation is performed in the Real User Monitor server. Every 5 minutes a sample is sent to HP Business Availability Center. The rule's calculations are based on the last sample received from the Real User Monitor server in the selected time period. The rule displays the volume, which is the number of active sessions. A session is considered as active if it was created before the beginning of the aggregation interval, or during the aggregation interval, or if it was closed during the aggregation interval. If more than one sample is used for the calculation, the sum is weighted, where the weight is the total number of sessions (volume).	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224** **"relevant_sampl es" on page 226** **"sample_group_ by_fields" on page 226**
RUM Page Monitor Availability Rule (49)	Calculates (in percentage) the average availability for a page monitored by Real User Monitor, over the time period specified in the duration parameter for the rule. The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**
RUM Page Monitor Performance Rule (60)	Calculate the percentage of pages without performance problem (pages with page time over the threshold). The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
RUM Page Monitor Volume Rule (70)	Counts the total number of hits to a page monitored by Real User Monitor, during the time period specified by the **duration** parameter. The volumes for error have the following thresholds: ➤ Red (>7) ➤ Yellow (<7) ➤ Green (<1)	**"duration" on page 222** **"No data timeout" on page 224**
RUM Session Monitor Availability Rule (52)	Calculates the percentage of available sessions (out of the total number of sessions), over the time period specified in the **duration** parameter for the rule. A session is considered available when all its pages are available. The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**
RUM Session Monitor Performance Rule (62)	Calculates the percentage of sessions that do not have a performance problem (out of the total number of sessions). A session is considered to have no performance problem when each one of its pages does not have a performance problem. A page is considered to have a performance problem when page time is over the threshold. The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
RUM Session Monitor Volume Rule (72)	Adds the total number of sessions started for an application in the past 24 hours, the total number of users starting a session in the past 24 hours, and the number of sessions that were closed in the time period specified by the duration parameter for the rule, for sessions monitored by Real User Monitor. The volumes for error have the following thresholds: ➤ Red (>7) ➤ Yellow (<7) ➤ Green (<1)	**"duration" on page 222** **"No data timeout" on page 224**
RUM Transaction Monitor Availability Rule (51)	Calculates the percentage of available transactions (out of the total number of transactions), over the time period specified in the **duration** parameter for the rule. A transaction is considered available when all pages accessed by the transaction are available. The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**
RUM Transaction Monitor Performance Rule (61)	Calculates the percentage of transactions (out of the total number of transactions) that do not have pages with a performance problem. A page is considered to have a performance problem when page time is over the threshold. The thresholds for this rule are: ➤ Red (<90%) ➤ Orange (<100%) ➤ Green (=100%)	**"volumeKPI" on page 227** **"duration" on page 222** **"No data timeout" on page 224**
RUM Transaction Monitor Volume Rule (71)	Counts the total number of times that a transaction monitored by Real User Monitor was completed, during the time period specified by the **duration** parameter for the rule.	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
SAP Alerts Rule (1111)	Displays the SAP samples from SiteScope as is. The SAP Alerts include the name of the alert and its status. HP Business Availability Center displays two types of SAP Alerts: ➤ Dialog alerts under a Dialog work process ➤ Syslog alerts under a SAP R/3 server The status of an alert is displayed by the color of the SAP alert KPI (red or yellow), assigned by the SAP system. For details about the colors, see "Understanding KPI Status" in *Using Dashboard*.	**"duration" on page 222** **"No data timeout" on page 224**
Service Level Management Tracking Period Alert (361)	This is an internal rule that is used to send alerts to Service Level Management.	**"tracking period id" on page 227** **"No data timeout" on page 224**
Sessions Custom Data Rule (1106)	Calculates the number of running sessions for a CI and all its child CIs.	**"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
SiteScope EMS Multiple Events Rule (36)	The rule handles the samples sent to HP Business Availability Center by the EMS system. It aggregates all the samples received from a specified CI. The rule saves up to 10 events. If there are more than 10 events, the rule discards samples with the lowest severity (critical is highest) and then the oldest samples. If the CI has more than one KPI, you must define a SiteScope EMS Multiple Events rule for each KPI by using the rule parameters to specify the sample field you are interested in. Specify information about the field in the sample to look at (in the **KPI Type field name** parameter) and the value of that field (in the **KPI type** parameter). The EMS Clear Events context menu, Clear Events context menu item and EMS Sentence tooltip are used to display the data retrieved from the HP OVO system. For details, see "EMS Show Events" on page 322, "Show Events" on page 383, and "EMS Sentence" on page 451. The Clear Events context menu item is used to clear events in Dashboard.	**"No data timeout" on page 224** **Max tooltip events.** The maximum number of events to show in the tooltip. The maximum is 10. **KPI type field name.** The name of the field in the sample. **KPI type.** The valid value of the field in the sample
SiteScope Measurement Rule (3)	Calculates the status based on metrics for a SiteScope measurement CI for sampleType: **ss_t**, monitored by the SiteScope Monitor. The following statuses correspond to the following values: ➤ Informational (1) ➤ Middle (2) ➤ Critical (3) For details about the sample, see "Sample: SiteScope Measurement (ss_t)" in *Reference Information*.	**"No data timeout" on page 224** **"Number of Problematic Samples" on page 225** **"Total Number of Samples" on page 227**

Rule (Rule #)	Description	Parameters
SiteScope Measurement Siebel Processes Rule (1104)	Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_t**, monitored by the SiteScope Monitor. The following statuses correspond to the following values: ➤ Informational (1) ➤ Middle (2) ➤ Critical (3) The value displayed corresponds to the number of processes. The color of the value is determined by the thresholds on the number of sessions (which can be 25, 64, and so on). For details about the sample, see "Sample: SiteScope Measurement (ss_t)" in *Reference Information*.	**"No data timeout" on page 224**
SiteScope Measurement Time-Based Rule (33)	Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_t**, monitored by the SiteScope Monitor. The following statuses correspond to the following values: ➤ Informational (1) ➤ Middle (2) ➤ Critical (3) For details about the sample, see "Sample: SiteScope Measurement (ss_t)" in *Reference Information*.	**"duration" on page 222** **"No data timeout" on page 224**
SiteScope Measurement with Custom Data Rule (1100)	Displays the number of tasks that are in error taken from the SiteScope samples with sub-samples listing all of the tasks.	**"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
SiteScope Monitor Rule (4)	Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_monitor_t**, monitored by the SiteScope Monitor. The following statuses correspond to the following values: ➤ Informational (1) ➤ Middle (2) ➤ Critical (3) For details about the sample, see "Sample: SiteScope Monitor (ss_monitor_t)" in *Reference Information*.	**"No data timeout" on page 224** **"Number of Problematic Samples" on page 225** **"Total Number of Samples" on page 227**
SiteScope Monitor Time-Based Rule (34)	Calculates the status based on metrics for a SiteScope measurement CI for time sampleType: **ss_monitor_t**, monitored by the SiteScope Monitor. The following statuses correspond to the following values: ➤ Informational (1) ➤ Middle (2) ➤ Critical (3) For details about the sample, see "Sample: SiteScope Monitor (ss_monitor_t)" in *Reference Information*.	**"duration" on page 222** **"No data timeout" on page 224**
SiteScope Profile Rule (35)	Calculates the status of the SiteScope Availability KPI. SiteScope periodically (every minute) sends an out bit to HP Business Availability Center. If the out bit is received by HP Business Availability Center, the status of the SiteScope Availability KPI is green. If the out bit is not received, the status of the SiteScope Availability KPI is grey (No data). This indicates that there is no communication between SiteScope and HP Business Availability Center. In such a case, the statuses of all the all the SiteScope CIs is also grey. **Note:** The SiteScope Availability KPI displays values for the supported versions of SiteScope (9.0 and up) and of HP Business Availability Center (7.0 and up).	**"duration" on page 222** **"No data timeout" on page 224**
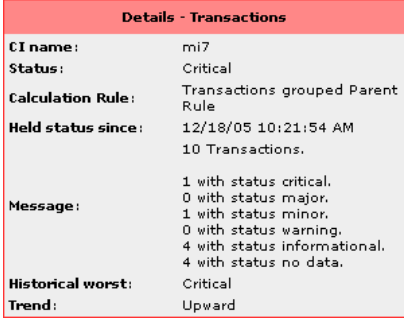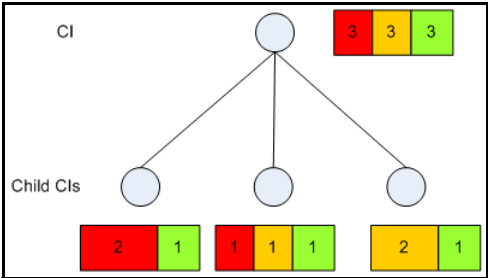
Rule (Rule #)	Description	Parameters
SiteScope Vertical Measurement (1102)	Takes samples arriving from the Computer Center Management System (CCMS) monitor through SiteScope and displays them, as is, under SAP KPIs. It also takes samples from Siebel Application Server or Siebel Web Server monitors and displays them as is under Siebel KPIs.	**"No data timeout" on page 224**
SiteScope Vertical Rule (1108)	Takes samples arriving from the Computer Center Management System (CCMS) monitor through SiteScope and displays them as is under the SAP KPI. For details, see "SAP" on page 92. The status is taken from the SAP Quality field, the message from the SAP Message field, and the value from the SAP d_value field. It also takes samples from Siebel Application Server or Siebel Web Server monitors and displays them as is under Siebel KPIs.	**"No data timeout" on page 224** **"Number of Problematic Samples" on page 225** **"Total Number of Samples" on page 227**
SiteScope WS Operation Percentile Performance Rule (1305)	Calculates the percentile performance of a Web service operation defined as the percentage of calls that did not pass the SiteScope threshold out of available calls. The rule works as follows: 1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 2 Sums the number of calls that did not pass the SiteScope threshold into **sumOfNotOverThresholdCalls**. The calculation for each sample is: calls_count - error_count - over_threshold_server_time 3 The result is calculated as: (sumOfNotOverThresholdCalls * 100) / sumOfAvailableCalls **calls_count**, **error_count**, and **over_threshold_client_time** are sample fields.	**"duration" on page 222** **"No data timeout" on page 224**
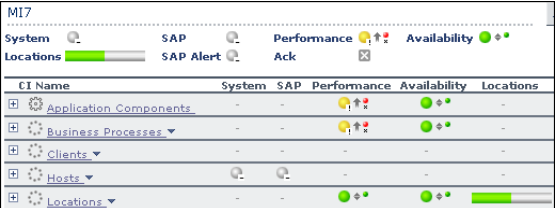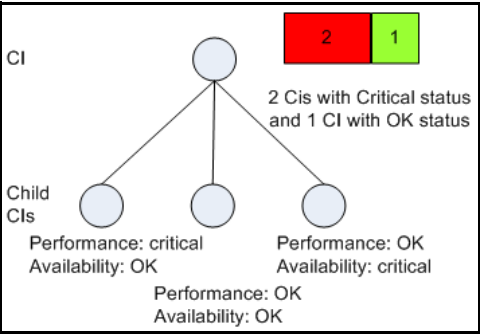
Rule (Rule #)	Description	Parameters
SiteScope WS Operation Performance Rule (1304)	Calculates the performance of a Web service operation defined as the average client time (ms) of available calls. The average server time data is obtained from SiteScope samples. The rule works as follows: 1 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 2 Sums the number of available calls into **sumOfAvailableCallsTime**. 3 The result is calculated as: sumOfAvailableCallsTime/sumOfAvailableCalls **calls_count**, **error_count**, and **avg_server_time** are sample fields.	**"duration" on page 222** **"No data timeout" on page 224**
Sum of Open Incidents (2601)	Calculates the sum of all the incidents of the children in the group.	No parameters

Rule (Rule #)	Description	Parameters
Sum of Values Rule (20)	Calculates the total of the dollar loss (as calculated by Real Time Impact or Over Time Impact) of all of the child CIs of the KPI the rule is attached to. This rule calculates the sum total for all child CIs in the KPI it is attached to. Based on: Sum of the values of the children in the group. If you add the **Impact Over Time** and/or **Real Time Impact** rules to the child CIs of a KPI; at the group level you can use the **Sum of Values** rule to view the sum of the children's values. At the monitor/leaf level, you should attach the Impact Over Time rule to the OT Impact KPI and the Availability KPI to the same CI. The Impact Over Time rule measures the total time the Availability KPI attached to the same CI has the red status, and then calculates the financial loss using the rule parameter: **DollarImpactFactor**. This parameter represents the amount of dollars lost in an hour if the system is unavailable. At the group level, you should attach the Sum of Values rule to the OT impact KPI. The Sum of Values rule calculates the sum of all of the values of the OverTime Impact KPI of its children.	No parameters
Sum of Volume Rule (74)	Group rule that calculates the sum of the users accessing a page or encountering an error on a page.	No parameters
Summary of Values Rule (30)	Calculates the sum of the children's values.	No parameters
Transaction Availability Rule (5)	Calculates how many Business Process Monitor transactions were available (or ran successfully) during the time period specified by the duration parameter.	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
Transaction Performance Rule (13)	Calculates the average response time of the Business Process Monitor transactions that ran during the time period specified by the duration parameter.	**"duration" on page 222** **"No data timeout" on page 224**
Transaction Performance Status Average Rule (101)	This rule automatically replaces the Transaction Performance rule attached to a Performance KPI, when Baselining is activated. For details about Baselining, see "Baselines" in *Using End User Management*. The rule compares the response times of the Business Process Monitor transactions that ran during the sampling period specified by the duration parameter, compares them to the baseline threshold to obtain a status, and then calculates the average status weighted by the values specified in **Critical weight**, **Minor weight**, and **OK weight**. If one of those weights is set to **0**, the status is not included in the calculation of the average. If the weight is negative, it is considered to be **1**. By default, the weights are set to **1**. This rule replaces the Transaction Performance Rule assigned to a Performance KPI, when you change the mode to Baselining. **Note:** If you assign this rule to a KPI when Baselining is not in use, the KPI does not display data.	**"duration" on page 222** **"No data timeout" on page 224** **"Critical weight" on page 222** **"Minor weight" on page 224** **"OK weight" on page 225**

Rule (Rule #)	Description	Parameters
Transaction Performance Status Percentage Rule (102)	This rule can be attached manually to a Performance KPI when Baselining is activated. For details about Baselining, see "Baselines" in *Using End User Management* The rule compares the response times of the Business Process Monitor transactions that ran during the sampling period specified by the duration parameter, compares them to the baseline threshold to obtain a status, calculates the number of transactions with an **OK** response time relative to the total number of transactions, compares this information with the rule objectives, and returns a status. If GROUPTEXT format is used for the KPI, then the value of the percentage is displayed. For details on GROUPTEXT, see "KPI Details Dialog Box" on page 123. **Note:** If you assign this rule to a KPI when Baselining is not in use, the KPI does not display data.	**"duration" on page 222** **"No data timeout" on page 224**
Transaction Performance Worst Status Rule (100)	This rule can be attached manually to a Performance KPI when Baselining is activated. For details about Baselining, see "Baselines" in *Using End User Management* The rule calculates the worst response time of the Business Process Monitor transactions that ran during the sampling period specified by the duration parameter and compares it to the baseline threshold and returns the resulting status. **Note:** If you assign this rule to a KPI when Baselining is not in use, the KPI does not display data.	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
Transactions Grouped Parent Rule (1109)	When a SAP System CI or a Siebel Enterprise CI has Transactions group child CIs, the rule uses the results of the Transactions Grouped rule for each child of the CI and calculates and displays the sum of each status. For each result, the tooltip displays how many of the children have a critical status, how many have the OK status, and so on. **Example:** If the CI has three child CIs, the Transactions Parent Group rule summarizes the bars for its children. The rule aggregates the bars calculated by the Transactions Grouped rule for all of the children into one bar. The tooltip displays for each status how many children have that specific status:	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
Transactions Grouped Rule (1103)	For a Transactions group CI with child CIs, the rule selects the worst of **Performance** and **Availability** for each child CI, calculates the sum of children with each specific status and displays the information in a bar. The tooltip displays for each status the sum of all of the CI's children with that status. **Example:** 	**"duration" on page 222** **"No data timeout" on page 224**

Rule (Rule #)	Description	Parameters
TransactionVision Backlog Rule (In-Process) (1426)	Assigns status to a TV Monitor CI based on the number of backlogged (in-process) transactions in HP TransactionVision. The number is taken from the last arrived sample. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Delayed Rate Rule (Completed Transactions) (1411)	Calculates status for a TV Monitor CI based on the percentage of late completed transactions out of the total completed transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Delayed Rate Rule (In-Process Transactions) (1421)	Calculates status for a TV Monitor CI based on the percentage of late in-process transactions out of the total in-process transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin** > **Dashboard** > **KPIs** tab.	No parameters
TransactionVision Delayed Value Rule (Completed Transactions) (1412)	Assigns status to a TV Monitor CI based on the monetary value of the late completed transactions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin** > **Dashboard** > **KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Delayed Value Rule (In-Process Transactions) (1422)	Assigns status to a TV Monitor CI based on the monetary value of the late in-process transactions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Duration Rule (Completed Transactions) (1410)	Calculates status for a TV Monitor CI based on the average response time (in seconds) for successful, completed transactions in HP TransactionVision. The values for the calculation are taken from the last arrived sample. The objective for **OK** status is taken from the **Duration** threshold set in HP TransactionVision. Objectives for other statuses must be defined in the **Admin > Dashboard > KPIs** tab. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Exceptions Rate Rule (Completed Transactions) (1414)	Calculates status for a TV Monitor CI based on the percentage of completed transactions marked as exceptions, out of the total completed transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Exceptions Rate Rule (In-Process Transactions) (1424)	Calculates status for a TV Monitor CI based on the percentage of in-process transactions marked as exceptions, out of the total in-process transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Exceptions Value Rule (Completed Transactions) (1413)	Calculates status for a TV Monitor CI based on the monetary value of completed transactions marked as exceptions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Exceptions Value Rule (In-Process Transactions) (1423)	Calculates status for a TV Monitor CI based on the monetary value of in-process transactions marked as exceptions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Failures Rate Rule (Completed Transactions) (1418)	Calculates status for a TV Monitor CI based on the percentage of failed completed transactions out of the total completed transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Failures Rate Rule (In-Process Transactions) (1428)	Calculates status for a TV Monitor CI based on the percentage of failed in-process transactions out of the total completed transactions. The values are taken from the last arrived sample from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Failures Value Rule (Completed Transactions) (1419)	Assigns status to a TV Monitor CI based on the monetary value of the failed completed transactions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Failures Value Rule (In-Process Transactions) (1429)	Assigns status to a TV Monitor CI based on the monetary value of the failed in-process transactions. The value is taken from the last arrived sample from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Completed Transaction Value Rule (1415)	Assigns status to a TV Monitor CI based on the monetary value of the completed transactions. The value is taken from the last arrived sample from HP TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Value Rule (In-Process Transaction) (1425)	Assigns status to a TV Monitor CI based on the monetary value of the in-process transactions. The value is taken from the last arrived sample from HP TransactionVision. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters
TransactionVision Transaction Volume Rule (1416)	Assigns status to a TV Monitor CI based on the number of completed transactions in HP TransactionVision. The number is taken from the last arrived sample. For details on the integration of TransactionVision data in Business Availability Center, see "Business Transaction Data in Business Availability Center" in *Using Dashboard*. **Note:** To see a status for the KPI, you must define meaningful objectives in the **Admin > Dashboard > KPIs** tab.	No parameters

Rule (Rule #)	Description	Parameters
Worst Child Rule (1)	Calculates the status based on the lowest **status** held by any of the child CIs. If, for example, at least one CI within a subgroup currently has red status, then the CIs for both the subgroup and group that contain that CI also displays red status.	No parameters
WS Operation Availability Rule (1300)	Calculates the availability of a Web service operation defined as the percentage of available calls out of total calls. The rule works as follows: 1 Sums the **calls_count** field into **sumOfTotalCalls**. 2 Sums the number of available calls into **sumOfAvailableCalls**. The calculation for each sample is: calls_count - error_count 3 The result is calculated as: (sumOfAvailableCalls * 100) / sumOfTotalCalls **calls_count** and **error_count** are sample fields.	**"duration" on page 222** **"No data timeout" on page 224**

Generic Formula Rule – Details

For details about the rule, see "Generic Formula Rule" on page 183.

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

Note:

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

➤ There is no automatic validation to check if the formula supports the collected sample structure. There is no automatic validation for the correctness or syntax of the formula. If there is a mistake in the formula, the status of the KPI appears as a gray icon in Dashboard.

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

Understanding the Rule

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

To edit the formula, click the Edit button for the Formula parameter, and enter the formula that you want the rule to use in the **Default Value** field. For more details, see "Parameter Details Dialog Box (Rules)" on page 310.

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

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

For more details, see "Generic Formula Rule" on page 183.

Any valid Dashboard sample is valid for this rule.

The formula language is based on the Generic Data Engine (GDE) parser language to be consistent with the open formula writing. For more information, see "Working with the Generic Reporting Engine API" in *Solutions and Integrations*.

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

The formula elements are:

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

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

➤ supported manipulation function: **if**

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

For a detailed example of how to create a customized Generic Sample Rule, see "Create a Customized Generic Sample Rule – Scenario" on page 156.

🔍 List of Dashboard Business Rule Parameters

The rule parameters are as follows:

Parameter	Description
AtRiskWeight	The weight assigned to **At Risk** instances to provide more importance to a specific status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be 1.
BlockedWeight	The weight assigned to **Blocked** instances to provide more importance to a specific status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be 1.
Critical weight	The weight assigned to the **Critical** status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be 1.
DollarImpactFactor	The financial loss factor per hour. The financial loss factor is used to calculate the financial impact of a CI non-availability.
duration	Dashboard calculates CI status based on the samples received during the duration period (defined in seconds). For example, if a CI has a duration of 5 minutes, status is calculated based on the samples received during the past 5 minutes. **Default:** 15 minutes

Parameter	Description
Factor	The factor used to multiply the result of the operation performed on the two fields, before comparing the result to the objectives.
Field name	The name of the sample field you want to compare to the objectives. The field must have a numeric value.
Final State	The final status of the incident received in the sample. The default is **Closed**.
First Field Name	The name of the first field on which to apply the rule. The field must have a numeric value.
Formula	The formula to be used to calculate the value or the status of the KPI to which the Generic Formula rule is attached, for the time period specified in the **duration** parameter.
HealthyWeight	The weight assigned to **Healthy** instances to provide more importance to a specific status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be 1.
Initial State	The initial status of the incident received in the sample. The default is: **Open**.
InitStatus	Defines a different initial status of a group level CI's KPI until samples are received. (The default KPI status for rules that do not include an InitStatus parameter is **No data**.
logic	Specifies the type of calculation the rule should perform. The valid values can be a subset of: **maximum**, **minimum**, **average**, or **weighted-average**.

Parameter	Description
Major weight	The weight assigned to the **Major** status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be **1**.
Minor weight	The weight assigned to the **Minor** status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be **1**.
No data timeout	The timeout period for a KPI. Defines the number of seconds from the time the last sample was received for the KPI, until the KPI is timed out - at which point the KPI changes to **No data**). The default value for this property should be changed with caution. Note that a different default value may actually be used for Business Process Monitor transaction CIs. For details, see "No Data Timeout for Transaction CIs" in *Using Dashboard*.

Parameter	Description
Number of Problematic Samples	The number of samples that have the required status. A specified number of samples (specified in the **Total Number of Samples** parameter) is accumulated. The status of the rule changes to a new status only when, among the accumulated samples, the specified number of samples (specified in the **Number of Problematic Samples** parameter) has the new status. For example, **Total Number of Samples**=5, **Number of Problematic Samples**=3; if three samples in the accumulated samples have a red status, the rule status changes to red.
OK weight	The weight assigned to the **OK** status. You can assign any appropriate number with the following specific cases: **1** is the default, **0** causes the status to be ignored in the rule calculation, or a negative number is considered to be **1**.
Operator	The operator used to calculate the result of the first and second fields. It can be: +, -, *****, or /.
PassedStatus	Status level that is set to serve as the lowest limit above which the instances are considered for the status calculation. **Example:** If **PassedStatus** is defined as 15 (Warning), all instances with status 15 or more (**OK**, or **Warning**) are **PassedStatus** instances. The instances with lower levels (**Minor**, **Major**, or **Warning**) are not taken into consideration in the status calculation.

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

Parameter	Description
Second Field Name	The name of the second field on which to apply the rule. The field must have a numeric value.
Severity	The severity of the sample incident that is used in the calculations. The values are: 5 – very low 4 – low 3 – medium 2 – urgent 1 – critical
StatusDimension	Defines the ID of the KPI for which the other rule parameters apply when you want to use KPIs other than Availability.
Time stamp field	The name of the time stamp field in the external source sample, if its name is not **time_stamp**.
Total Number of Samples	The total number of samples. See **Number of Problematic Samples** parameter for more details.
tracking period id	Internal. This parameter must not be modified.
volumeKPI	The KPI number of the Volume KPI (in Real User Monitor). Used to calculate rules in Real User Monitor group rules.
Warning Weight	The weight assigned to the **Warning** status. You can assign any appropriate number with the following specific cases: **1** is the default. **0** causes the status to be ignored in the rule calculation. A negative number is considered to be **1**.

List of Service Level Management Business Rules

The available rules are as follows:

Rule (Rule #)	Description	Parameters
Application Quality (443)	Calculates status for an Application KPI attached to an EMS Monitor CI (monitoring an HP OVO system). SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Application status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Application severity is considered acceptable. The rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Application KPI. This is a monitor rule. **Example:** Service Level Management checks the severity levels for the **Application** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2. The values are compared with the value defined in the **Severity failure value**, which is set as 3. Application severity is therefore considered to be acceptable in 60% of the samples. Server1 is attached to SLA_factory, where the objective threshold for the Application KPI is set as Exceeded > 90%, else Failed. Application severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).	**Note:** The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement. **"Dimension name" on page 300** **"Severity failure value" on page 303** **Note:** These parameters are hidden. For details, see "Hidden Advanced Rule Parameters" on page 304.

Rule (Rule #)	Description	Parameters
Average Outage Duration (332)	**Note:** This rule was named **MTTR** prior to version 7.0. Service Level Management calculates the average outage duration during a specified calendar, by calculating the total outage duration divided by the number of outages. This rule performs calculations by taking the results (for the relevant calendar) of the Outage KPI and rule defined for the CI in the Agreement Wizard. This KPI determines the number of outages for the CI. See "Add Outage Dialog Box" in *Using Service Level Management*. Service Level Management calculates the average outage duration on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered. The outages used in the calculation are only those outages that end during the tracking period. This is a sibling rule. For a detailed example of the Average Outage Duration rule, see "Example of an Average Outage Duration Rule" on page 290.	No parameters

Rule (Rule #)	Description	Parameters
Best Child (Max.) (291)	The Best Child (max.) rule returns the highest value held by any of the child CIs. For example, when calculating the best child result for the Availability KPI, the child with the highest availability is best (where 100% is the best availability and 0% is the worst). This is a group rule. **Example:** During agreement creation, you set objectives for an Availability KPI: A Group CI with attached Availability KPI has three children, CI1, CI2, and CI3, whose Availability KPIs have following values: 95%, 97.6%, 96.3%. At report generation time, the rule returns the highest value (97.6%), and gives the agreement a Met status (the status color is olive).	No parameters

Rule (Rule #)	Description	Parameters
Best Child (Min.) (292)	The Best Child (min.) rule returns the lowest value held by any of the child CIs. For example, when calculating the best child result for the Response Time KPI, the child with the shortest response time is best. This is a group rule. **Example:** During agreement creation, you set objectives for a Response Time KPI: The Group CI with attached Response Time KPI has three children, CI1, CI2, and CI3, whose Response Time KPIs have the following values: 10 seconds, 12 seconds, 8.5 seconds. At report generation time, the rule returns the lowest value (8.5 seconds), and gives the agreement a Minor Breached status (the color is yellow).	No parameters

Rule (Rule #)	Description	Parameters
BPI Average Backlog (Count-based) (3706)	Calculates the average number (over time) of backlogged instances for a business process, based on samples received from HP Business Process Insight. The calculation is time-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). This is the default rule for the Backlog KPI, when the KPI is assigned to Business Process Insight monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example 1** Between 10:00 and 10:59:59, the following samples were received for a business process: Sample 1 at 10:00 - 100 backlogged instances Sample 2 at 10:15 - 50 backlogged instances Sample 3 at 10:40 - 100 backlogged instances Sample 4 at 10:50 - 0 backlogged instances **Calculation** The result received in a sample is considered the value for the time period until the next sample arrives: (100*15 + 50*25 + 100*10 + 0*10) / (15+25+10+10) = 62.5 **Example 2** Between 10:00 and 10:59:59, the following samples were received for a business process: (10:00–10:15 - no data) Sample 1 at 10:15 - 100 backlogged instances Sample 2 at 10:30 - 50 backlogged instances Sample 3 at 10:45 - 100 backlogged instances **Calculation** The no data period is excluded from the calculation: (100*15 + 50*15 + 100*15) / (15+15+15) = 83.333333	**"No data timeout"** on page 301

Rule (Rule #)	Description	Parameters
BPI Average Backlog (Value-based) (3707)	Calculates the average monetary value (over time) for backlogged instances of a business process, based on values received in the samples from HP Business Process Insight. The calculation is time-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). **Note:** By default, the Backlog KPI uses a count-based rule when the KPI is assigned to Business Process Insight monitor CIs. If you want results for the KPI to be value-based, you must define a unit for the KPI and change the rule used. For more information, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example 1** Between 10:00 and 10:59:59, the following samples were received for a business process: Sample 1 at 10:00 - Value of backlogged instances = \$100 Sample 2 at 10:15 - Value of backlogged instances = \$50 Sample 3 at 10:40 - Value of backlogged instances = \$100 Sample 4 at 10:50 - Value of backlogged instances = \$0 **Calculation** The result received in a sample is considered the value for the time period until the next sample arrives: $(100*15 + 50*25 + 100*10 + 0*10) / (15+25+10+10) = \$62.5$ **Example 2** Between 10:00 and 10:59:59, the following samples were received for a business process: (10:00–10:15 - no data) Sample 1 at 10:15 - Value of backlogged instances = \$100 Sample 2 at 10:30 - Value of backlogged instances = \$50 Sample 3 at 10:45: Value of backlogged instances = \$100 **Calculation** The no data period is excluded from the calculation: $(100*15 + 50*15 + 100*15) / (15+15+15) = \$83.333333$	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Average Duration (3708)	Calculates the average time taken by completed instances of a business process to pass through the steps monitored by HP Business Process Insight. Results are given in seconds. This is the default rule for the Duration KPI, when the KPI is assigned to BPI Duration Monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**
BPI Average Value (3712)	Calculates the average monetary value for completed instances of a business process, based on values received in the samples from HP Business Process Insight. This is the default rule for the Value KPI, when the KPI is assigned to BPI Value Monitor and BPI Custom Value Monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Duration Status (3703)	Calculates the percentage of completed instances for a business process that have duration status equal to, or higher than, the **Passed status** parameter.	**"No data timeout" on page 301**
	The value for the passed status parameter is one of the duration thresholds used in HP Business Process Insight. The default value for the parameter is **OK**.	**"Passed status" on page 302**
	The calculation takes the relevant fields from the Business Process Insight samples to make the following calculation:	
	count of instances with duration status equal or above passed status/count of completed instances	
	Note: The number of **OK** instances is calculated from the relevant sample fields using the following logic: (completed_count) – (critical_violations + major_violations + minor_violations + warning_violations)	
	For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.	
	Example	
	Passed status parameter = **OK** (highest duration status)	
	Major threshold violated instances: 1000	
	Minor threshold violated instances:1000	
	Warning threshold violated instances: 1000	
	Critical threshold violated instances: 1000	
	Completed instances: 5000	
	Calculation	
	Number of **OK** instances = 5000 – (1000+1000+1000+1000) = 1000	
	1000/5000 = 20%	
	20% of the completed instances had a response time that met **OK** duration threshold status.	

Rule (Rule #)	Description	Parameters
BPI Health Average Status (Count-based) (3700)	Calculates the average percentage (over time) of backlogged business process instances that have a status equal to, or higher than, the **Passed status** parameter. The calculation is based on the counts received in the samples from HP Business Process Insight, and uses weighting to take into account the actual number of non-healthy instances. The **Passed status** parameter defines one of the health statuses used in Business Process Insight. There are two possible values for the parameter: ➤ **Healthy** (default value). This value means that all healthy backlogged instances (instances that have passed the blockage and can run to completion) are included in the calculation. ➤ **At Risk.** This value means that all healthy backlogged instances and all at-risk backlogged instances (instances that are not blocked, but may hit the blockage) are included in the calculation. The calculation is time and amount-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). This is the default rule for the Business Health KPI, when the KPI is assigned to Business Process Insight monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301** **"Passed status" on page 302**

Rule (Rule #)	Description	Parameters
BPI Health Average Status (Count-based) Continued	**Example** Passed status parameter: **Healthy**	

Sample Time	Backlog Count	Healthy Count	Healthy Percentage
10:00	100	50	50%
10:15	80	20	25%
10:30	200	20	10%
10:45	100	0	0%

Calculation

The rule calculates the average weighted percentage using:
(time in mins * backlog count * healthy percentage)/
(time in mins * backlog count)

Calculation for the hour:

(15*100*50) + (15*80*25) + (15*200*10) + (15*100*0) /

(15*100) + (15*80) + (15*200) + (15*100)

= 135000/7200 = 18.75%

If the objectives for the KPI are:

Exceeded: >90 (%)
Minor Breached: >40 (%)
Failed: Otherwise

then status for the KPI is **Failed** (18.75% < 40%)

Rule (Rule #)	Description	Parameters
BPI Health Average Status (Value-based) (3701)	Calculates the average percentage (over time) of backlogged business process instances that have a status equal to, or higher than, the **Passed status** parameter. The calculation is based on the monetary values received in the samples from HP Business Process Insight, and uses weighting to take into account the actual monetary value of the non-healthy instances. The **Passed status** parameter defines one of the health statuses used in Business Process Insight. There are two possible values for the parameter: ➤ **Healthy** (default value). This value means that all healthy backlogged instances (instances that have passed the blockage and can run to completion) are included in the calculation. ➤ **At Risk.** This value means that all healthy backlogged instances and all at-risk backlogged instances (instances that are not blocked, but may hit the blockage) are included in the calculation. The calculation is time and amount-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). **Note:** By default, the Business Health KPI uses a count-based rule for Business Process Insight monitor CIs. If you want results for the KPI to be value-based, you must define a unit for the KPI and change the rule used. For more information, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301** **"Passed status" on page 302**

Rule (Rule #)	Description	Parameters
BPI Health Average Status (Value-based) Continued	**Example** Passed status parameter: **Healthy**	

Sample Time	Backlog Value	Healthy Value	Healthy Percentage
10:00	$100	$50	50%
10:15	$80	$20	25%
10:30	$200	$20	10%
10:45	$100	$0	0%

Calculation

The rule calculates the average weighted percentage using:
(time in mins * backlog value * healthy percentage)/
(time in mins * backlog value)

Calculation for the hour:

(15*100*50) + (15*80*25) + (15*200*10) + (15*100*0) /

(15*100) + (15*80) + (15*200) + (15*100)

= 135000/7200 = 18.75%

If the objectives for the KPI are:

Exceeded: >90 (%)
Minor Breached: >40 (%)
Failed: Otherwise

then status for the KPI is **Failed** (18.75% < 40%)

Rule (Rule #)	Description	Parameters
BPI Hourly Throughput (Count-based) (3704)	Calculates the average hourly volume for completed instances of a business process, based on the completed count received in the samples from HP Business Process Insight. The rule calculates the total count for each hour, then calculates the average hourly throughput over the required time period. This is the default rule for the Throughput KPI, when the KPI is assigned to Business Process Insight monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example** For a three hour period: ➤ Between 09:00:00 and 09:59:59, four samples were received from Business Process Insight, with the following values: 09:00 completed_count = 1000 09:15 completed_count = 100 09:30 completed_count = 700 09:45 completed_count = 200 Total completed count is 2000, calculation time is 1 hour. ➤ Between 10:00:00 and 10:59:59, no samples were received. Result for the hour is NO DATA, calculation time is 1 hour. ➤ Between 11:00:00 and 11:59:59, four samples were received: 11:00 completed_count = 0 11:15 completed_count = 0 11:30 completed_count = 0 11:45 completed_count = 100 Total completed count is 100, calculation time is 1 hour. Average throughput over period=2100/3 hours=700	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Hourly Throughput (Value-based) (3705)	Calculates the average hourly monetary value for completed instances of a business process, based on the total value received in the samples from HP Business Process Insight. The rule calculates the total value for each hour, then calculates the average hourly value over the required time period. **Note:** By default, the Throughput KPI uses a count-based rule for Business Process Insight monitor CIs. If you want results for the KPI to be value-based, you must define a unit for the KPI and change the rule used. For more information, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example** For a three hour period: ➤ Between 09:00:00 and 09:59:59, four samples were received from Business Process Insight, with the following values: 09:00 completed_value = $1000 09:15 completed_value = no value 09:30 completed_value = $700 09:45 completed_value = $300 Total completed value is $2000, calculation time is 1 hour. ➤ Between 10:00:00 and 10:59:59, no samples were received. Result for the hour is NO DATA, calculation time is 1 hour. ➤ Between 11:00:00 and 11:59:59, four samples were received: 11:00 completed_value = no value 11:15 completed_value = $0 11:30 completed_value = $0 11:45 completed_value = $100 Total completed value is $100, calculation time is 1 hour. Average over period = 2100/3 hours = $700	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Maximum Duration (3711)	Assigns status based on the maximum time taken by a completed instance of a business process to pass through the steps monitored by HP Business Process Insight. Results are given in seconds. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**
BPI Maximum Value (3715)	Assigns status based on the highest monetary value for a completed instance of a business process. The values are received in the samples from HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**
BPI Minimum Duration (3710)	Assigns status based on the minimum time taken by a completed instance of a business process to pass through the steps monitored by HP Business Process Insight. Results are given in seconds. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Minimum Value (3714)	Assigns status based on the lowest monetary value for a completed instance of a business process. The values are received in the samples from HP Business Process Insight. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPI Value Status (3702)	Calculates the percentage of completed instances for a business process that have value status equal to, or higher than, the **Passed status** parameter.	"No data timeout" on page 301 "Passed status" on page 302
	The value for the passed status parameter is one of the value thresholds used in HP Business Process Insight. The default value for the parameter is **OK**.	
	The calculation takes the relevant fields from the Business Process Insight samples to make the following calculation:	
	count of instances with value status equal or above passed status/count of completed instances	
	Note: The number of **OK** instances is calculated from the relevant sample fields using the following logic: (completed_count) – (critical_violations + major_violations + minor_violations + warning_violations)	
	For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*.	
	Example	
	Passed status parameter = **OK** (highest value status)	
	Major threshold violated instances: 1000	
	Minor threshold violated instances:1000	
	Warning threshold violated instances: 1000	
	Critical threshold violated instances: 1000	
	Completed instances: 5000	
	Calculation	
	Number of **OK** instances = 5000 – (1000+1000+1000+1000) = 1000	
	1000/5000 = 20%	
	20% of the completed instances had a value that met **OK** value threshold status.	

Rule (Rule #)	Description	Parameters
BPI Weighted Average Duration (3709)	Calculates the average time taken by completed instances of a business process to pass through the steps monitored by HP Business Process Insight, taking into account the weighting given to each instance. The calculation is based on two fields in the samples received from Business Process Insight, as follows: **total weighted duration/total value** Results are given in seconds. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**
BPI Weighted Average Value (3713)	Calculates the average monetary value for completed instances of a business process, taking into account the weighting given to each instance. The calculation is based on two fields in the samples received from Business Process Insight, as follows: **total weighted monitor value/total value** This rule can be used with the Value KPI, when the KPI is assigned to BPI Custom Value Monitor CIs. For information on Business Process Insight data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
BPM Average Availability (200)	The BPM Average Availability rule calculates the average availability of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. The Availability KPI for a Business Process Monitor monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300**
BPM Average Response Time (201)	The BPM Average Response Time rule calculates the average response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds: (2+4+6+8)/4 = 5 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300** **"Trimming condition" on page 303**

Rule (Rule #)	Description	Parameters
BPM Max. Response Time (202)	The BPM Max. Response Time rule calculates the maximum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). This is a monitor rule. **Example:** The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300** **"Trimming condition" on page 303**
BPM Min. Response Time (203)	The BPM Min. Response Time rule calculates the minimum response time of Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). This is a monitor rule. **Example:** The Response Time KPI for a Business Process Monitor monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300** **"Trimming condition" on page 303**

Rule (Rule #)	Description	Parameters
BPM Outage (311)	The BPM Outage rule calculates an outage for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). An outage occurs if there are more than the minimum number of failures for more than the minimum duration. This is an outage rule.	**"Minimum duration" on page 301** **"Default category" on page 300** **"Max duration" on page 301** **"Minimum number of failures" on page 301** **"Ignore timed out trimming" on page 300**

Rule (Rule #)	Description	Parameters
BPM Percentile (204)	The BPM Percentile rule calculates in which percentile the Business Process Monitor CI performance times fall, as defined by the Percentile Condition parameter, for Business Process Monitor CIs that belong to the BPM Transaction from Location configuration item type (CIT). This is a monitor rule. **Example:** During agreement creation, you set objectives for a Performance KPI with a Percentile Condition of < 8 seconds: The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 7.5, 7.6, 7.7 and 8.1 seconds. At report generation time, the rule calculates that 3 out of the 4 samples fulfill the percentile condition, returns a percentile of 75, and gives the agreement a Met status (the status color is olive).	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300** **"Trimming condition" on page 303** **"Percentile condition" on page 302**

Rule (Rule #)	Description	Parameters
BPM Six Sigma Availability (206)	The BPM Six Sigma Availability rule calculates the Six Sigma availability value for Business Process Monitor CIs, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects). This is a monitor rule. **Example:** For a Six Sigma result of 4, you expect that for every million CIs (opportunities), not more than 6,210 fails.	**"No data timeout" on page 301** **"Ignore timed out trimming" on page 300**
BPM Six Sigma Performance (207)	The BPM Six Sigma Performance rule calculates the Six Sigma performance value for Business Process Monitor CIs, by comparing the number of measurements (number of opportunities) with the number of failed measurements (DPMO), that is, the number of measurements that did not meet the condition per million measurements. This is a monitor rule. **Example:** For a Six Sigma result of 3, you are expecting that for every million CIs (opportunities), less than 66,800 do **not** meet the target performance objective.	**"Six Sigma condition" on page 303** **"Trimming condition" on page 303** **"No data timeout" on page 301** **"Ignore timed out trimming" on page 300**
Children Success Ratio (297)	The rule enables you to compare, in the same report, CIs that measure different types of activity, for example, with different targets or calculation results. For example, an agreement that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages). Service Level Management calculates the status of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in the Children Success Ratio rule. This is a group rule. For a detailed example, see "Example of a Children Success Ratio Rule" on page 291.	**"Success status" on page 303** **"Use weighting" on page 303**

Rule (Rule #)	Description	Parameters
Cluster Availability (296)	The Cluster Availability rule calculates the availability of a cluster. A cluster is available when a defined, minimum number of child CIs reaches an availability threshold. This rule has a calculation cycle that is set by default to five minutes. **Note:** You can use this rule only when child CIs use the time-based calculation method (that is, their calculation method cannot be sample-based). This is a group rule. For a detailed example, see "Example of a Cluster Availability Rule" on page 292.	**"Minimum number of children" on page 301** **"Availability threshold" on page 299**
External Source Average Availability (230)	The External Source Average Availability rule calculates the average availability for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. Two external source samples out of 10 are unavailable. Therefore, the average availability is 80%.	**"Availability field" on page 299** **"Available value" on page 299** **"Time stamp field" on page 303** **"Calculation method" on page 300** **"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
External Source Average Value (231)	The External Source Average Value rule calculates the average performance for external source CIs that belong to the UDX Measurement Filter configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. The average value of 4 external source samples with response times of 2, 4, 8, and 10 seconds is 6 seconds: (2+4+8+10)/4 = 6.	**"Availability field" on page 299** **"Available value" on page 299** **"Calculation method" on page 300** **"Performance field" on page 302** **"Time stamp field" on page 303** **"Trimming condition" on page 303** **"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
Group Average Status (303)	The Group Average Status rule displays the average, weighted status of the child CIs. No value is shown for the KPI. This rule is used for HP Business Process Insight and HP TransactionVision CIs, when performing an arithmetical operation on the KPI values for the child CIs yields a meaningless result. In order to calculate the average status, each KPI status used in Service Level Management is given a value, as follows: <table><tr><td>**KPI Status**</td><td>**Value**</td></tr><tr><td>Exceeded</td><td>20</td></tr><tr><td>Met</td><td>15</td></tr><tr><td>Minor Breached</td><td>10</td></tr><tr><td>Breached</td><td>5</td></tr><tr><td>Failed</td><td>0</td></tr></table> The rule multiplies these values by the weight assigned to each status (default weight for each status is **1**). You can define status weights to be used globally by the Group Average Status rule, by editing the rule parameters in the Business Rules Repository (for details on editing rule parameters, see "Set Up/Edit a Business Rule" on page 153); Or you can define weights per CI, by editing the KPI rule parameters in the Define KPIs page of the Agreement Wizard (for details, see "KPI Definition Dialog Box" in *Using Service Level Management*). This is a group rule. For more information, see "Status-Based Group Rules" in *Using Service Level Management*.	**"Breached weight" on page 299** **"Exceeded weight" on page 300** **"Failed weight" on page 300** **"Hide objective panel" on page 300** **"Met weight" on page 301** **"Minor breached weight" on page 301**

Rule (Rule #)	Description	Parameters
Group Average Status Continued	**Example** A Business Process CI included in an agreement has four child CIs. The following lists the status held by each child CI for the Backlog KPI, and the weight assigned to that status: ➤ **BPI Business Process Step CI1:** Status = Failed, weight for Failed = 3 ➤ **BPI Business Process Step CI2:** Status = Exceeded, weight for Exceeded = 1 ➤ **BPI Duration Monitor CI:** Status = Met, weight for Met = 1 ➤ **BPI Business Process Monitor CI:** Status = Minor Breached, weight for Minor Breached = 2 **Calculation** The rule calculates the status using: (status value1 * weight1 + status value 2 * weight2)/ (weight1 + weight2) **(0*3 + 20*1 + 15*1 + 10*2)/ (3+1+1+2) = 7.86** The result value is compared with the KPI status values to determine the status for the KPI. 5 < 7.86 < 10, so status for the parent Backlog KPI is **Breached**.	
Group Average Value (290)	The Group Average Value calculates the average, weighted value of the child CIs. The calculation takes child CI weights into consideration. This is a group rule. **Example:** An agreement has 3 child CIs with values 2 (weight: 1), 3 (weight: 2), and 1 (weight: 1). Service Level Management calculates the average value as $((2*1)+(3*2)+(1*1))/4 = (2+6+1)/4 = 9/4 = 2.25$.	No parameters

Rule (Rule #)	Description	Parameters
Group Sum Value (301)	The Group Sum Value calculates the sum of the weighted values of CIs, for various CI types. The calculation takes child CI weights into consideration. This is the default group rule for SOA operations and SOA Web service entities.	No parameters
Group Worst Status (304)	The Group Worst Status rule displays the worst status of the child CIs. No value is shown for the KPI. This rule is used for HP Business Process Insight and HP TransactionVision CIs, when performing an arithmetical operation on the KPI values for the child CIs yields a meaningless result. This is a group rule. For more information, see "Status-Based Group Rules" in *Using Service Level Management*.	**"Hide objective panel" on page 300**
Incidents Group Rule (3603)	The Incidents Group Rule assigns status at the group level for KPIs that handle HP Service Center incidents (the MTTR, MTBF, and MTBSI KPIs). The rule copies KPI status for the child CI to the parent CI. **Note:** ➤ If there is more than one child CI, the rule randomly assigns the status of one of the children to the parent. If you want the KPI to show meaningful results you must manually change the group rule for these KPIs to the Worst Child (Min.) rule. ➤ Change the rule in the Define KPIs page of the appropriate agreement wizard: See "Agreement Wizard" or the "Advanced Agreement Options Wizard" in *Using Service Level Management*. This is a group rule.	No parameters

Rule (Rule #)	Description	Parameters
MTBF (Mean Time Between Failures) (3601)	Calculates the average time period between incidents for a Business Service (period when there are no open incidents), and assigns status by comparing the result with the objective targets. For example, if there are no incidents through the whole tracking period of a day, then the entire day is between failures, and the MTBF on the day is 24 hours. For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.	**"Initial state" on page 301** **"Final state" on page 300** **"Severity" on page 302**
MTBSI (Mean Time Between System Incidents) (3602)	Calculates the average time period between the opening timestamp of each incident for a Business Service, and assigns status by comparing the result with the objective targets. There must be at least two incidents during a tracking period in order to have any results for that period. For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.	**"Initial state" on page 301** **"Severity" on page 302**
MTTR (Mean Time to Recover) (3600)	For a business service, calculates the percentage of incidents (during the time period, for example, one day) that are within the time limit defined by the Percentile Condition parameter, and assigns status by comparing the result (the calculated percentage) with the objective targets. For more information and use case examples, see "Integration with HP ServiceCenter" in *Using Service Level Management*.	**"Initial state" on page 301** **"Final state" on page 300** **"Percentile condition" on page 302** **"Severity" on page 302**

Rule (Rule #)	Description	Parameters
Network Quality (441)	The Network Quality rule calculates status for a Network KPI attached to an EMS Monitor CI (monitoring an HP OVO system).	**Note:** The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.
	SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Network status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Network severity is considered acceptable.	
	The Network Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Network KPI.	**"Dimension name" on page 300**
	This is a monitor rule.	**"Severity failure value" on page 303**
	Example: Service Level Management checks the severity levels for the **Network** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.	
	The values are compared with the value defined in the **Severity failure value**, which is set as 3. Network severity is therefore considered to be acceptable in 60% of the samples.	
	Server1 is attached to SLA_factory, where the objective threshold for the Network KPI is set as Exceeded > 90%, else Failed. Network severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).	

Rule (Rule #)	Description	Parameters
Number of Outages (330)	Service Level Management calculates how many outages occurred during the tracking period for a specific calendar. This rule uses the results (for the relevant calendar) of the outages rule, which determines the number of outages for the CI. The appropriate outages rule is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*. Service Level Management calculates the number of outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), outages that occur at 3:00 AM are not considered. **Note:** Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation. This is a sibling rule.	No parameters
Outage Based on Availability (310)	Service Level Management uses this rule when calculating outages for Business Process Monitor and Real User Monitor CIs. If a CI's availability is less than the availability objective for more than the minimum duration, Service Level Management records the downtime as an outage. This is an outages rule.	**"Availability threshold"** on page 299 **"Minimum duration"** on page 301 **"Default category"** on page 300 **"Max duration"** on page 301

Rule (Rule #)	Description	Parameters
Outage Based on System Availability (313)	Service Level Management uses this rule when calculating outages for SiteScope CIs. Service Level Management creates an outage if a CI's system availability is less than the objective for more than the minimum duration. This is an outages rule.	**"Availability threshold" on page 299** **"Minimum duration" on page 301** **"Default category" on page 300** **"Max duration" on page 301**
Outage Duration (331)	Service Level Management calculates the length of the outages that occurred during the tracking period (day, week, month, year, and so on). This rule performs calculations by taking the results (for the relevant calendar) of the outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI during agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*. **Note:** Outages that start before but end within the tracking period and outages that start within the tracking period but end after the tracking period are also included in the calculation. This is a sibling rule. **Example:** During a selected calendar, Service Level Management records one outage of 1:30 hours and one outage of 0:30 hours. Therefore the outage duration = 1:30 + 0:30 = 2 hours.	No parameters

Rule (Rule #)	Description	Parameters
PNR (Point of No Return) (350)	**Note:** This rule is for internal HP use only and should not be modified. The Point Of No Return (PNR) rule displays what percentage of the unavailability time has passed, and how much more time may elapse for a CI before the agreement is in breach of contract. This is a sibling rule.	No parameters
Response Time Success Ratio (298)	This rule enables you to compare, in the same report, CIs that measure different types of activity. Service Level Management calculates the status of each CI (as a percentage) and compares this status to a value defined during KPI creation. The Response Time Success Ratio rule calculates the status of each child CI, and provides a value for the success of the status. This is a group rule. For a detailed example of the rule, see "Example of a Response Time Success Ratio Rule" on page 293	**"Success status" on page 303** **"Use weighting" on page 303**
RUM Page Availability (380)	Calculates the availability of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT), by comparison with agreement objectives. This is a monitor rule.	No parameters
RUM Page Average Response Time (381)	Calculates the average response time of Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). This is a monitor rule.	**"Calculation field" on page 299**

Rule (Rule #)	Description	Parameters
RUM Page Percentile (382)	This rule calculates status for a Performance KPI attached to a RUM Page Monitor CI, based on the percentage of acceptable performance results. Performance can be based on either **Total time** (= **page time** in End User Management Administration) or **Server time**, according to the value defined for the **Calculation field** parameter. Acceptable performance means that the page time or server time measurement for the RUM page did not exceed the threshold set in End User Management Administration. The comparison with the threshold is performed by the Real User Monitor engine, which sends out the aggregated result (exceeded threshold/did not exceed threshold). Service Level Management receives the results as part of the input for each sample. The RUM Page Percentile rule calculates the percentage of samples with acceptable performance results during each calculation period, and compares the percentage with agreement objective targets to determine status for the Performance KPI. This is a monitor rule.	**"Calculation field" on page 299**
RUM Page Six Sigma Availability (383)	Calculates the Six Sigma availability of CIs for a Real User Monitor page and compares the Six Sigma values to the agreement objectives. This is a monitor rule.	No parameters
RUM Page Six Sigma Performance (384)	Calculates the Six Sigma performance value for Real User Monitor CIs that belong to the RUM Page Monitor configuration item type (CIT). Service Level Management takes the percentile calculation from Real User Monitor. This is a monitor rule.	**"Calculation field" on page 299**
RUM Session User Availability (390)	Calculates the availability of Real User Monitor sessions. Service Level Management takes the success condition (that is, the session is available or is not available) from Real User Monitor. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
RUM Session User Performance (391)	Calculates in which percentile the user session performed successfully as defined in Real User Monitor. Service Level Management takes the success condition calculation from Real User Monitor. This is a monitor rule.	No parameters
RUM Transaction Availability (370)	Calculates the availability percentages of CIs for a Real User Monitor transaction, by comparison with agreement objectives. This is a monitor rule.	No parameters
RUM Transaction Average Response Time (371)	Calculates the average response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT). This is a monitor rule.	**"Calculation field" on page 299**
RUM Transaction Max. Response Time (372)	Calculates the maximum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT). This is a monitor rule.	**"Calculation field" on page 299**
RUM Transaction Min. Response Time (373)	Calculates the minimum response time of Real User Monitor CIs that belong to the RUM Transactions Monitor configuration item type (CIT). This is a monitor rule.	**"Calculation field" on page 299**
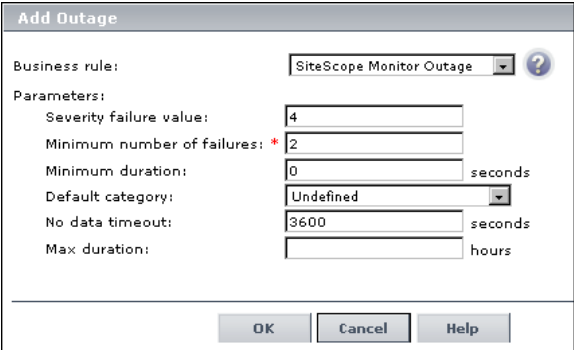
Rule (Rule #)	Description	Parameters
RUM Transaction Percentile (374)	Calculates the percentage of successful performance results for a RUM Transactions Monitor CI during each calculation period. The success value is taken from the sample field defined by the **Calculation field** parameter for the rule. The value given in that sample field is calculated by the Real User Monitor engine, by comparing the average result for the transaction (from the aggregated data) with the relevant threshold value set in the RUM transaction **Threshold Settings** in End User Management. If the threshold is not exceeded, the sample field contains a success result. For example, if average net time for the transaction is 38 seconds, and the threshold set for **Net time** in the transaction threshold settings is 40 seconds, then the transaction time did not exceed the threshold and the **Net time** field in the sample contains a success result. The rule compares the calculated percentage with the KPI objectives, to determine status for the KPI. This is a monitor rule.	**"Calculation field" on page 299**
RUM Transaction Six Sigma Availability (375)	Calculates the Six Sigma availability of CIs for a Real User Monitor transaction and compares the Six Sigma values to the agreement objectives. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
RUM Transaction Six Sigma Performance (376)	Calculates the six sigma performance value for a RUM Transactions Monitor CI, based on the number of failed measurements out of the total number of measurements, during each calculation period. The failure value is taken from the sample field defined by the **Calculation field** parameter for the rule. The value given in that sample field is calculated by the Real User Monitor engine, by comparing the average result for the transaction (from the aggregated data) with the relevant threshold value set in the RUM transaction Threshold Settings in End User Management. If the threshold is exceeded, the sample field contains a failure result. For example, if average net time for the transaction is 42 seconds, and the threshold set for **Net time** in the transaction threshold settings is 40 seconds, then the transaction time exceeded the threshold and the Net time field in the sample contains a failure result. The rule compares the calculated six sigma value with the KPI objectives, to determine status for the KPI. This is a monitor rule.	**"Calculation field"** on **page 299**

Rule (Rule #)	Description	Parameters
Security Quality (442)	The Security Quality rule calculates status for a Security KPI attached to an EMS Monitor CI (monitoring an HP OVO system). SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for Security status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then Security severity is considered acceptable. The Security Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the Security KPI. This is a monitor rule. **Example:** Service Level Management checks the severity levels for the **Security** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2. The values are compared with the value defined in the **Severity failure value**, which is set as 3. Security severity is therefore considered to be acceptable in 60% of the samples. Server1 is attached to SLA_factory, where the objective threshold for the Security KPI is set as Exceeded > 90%, else Failed. Security severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).	**Note:** The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement. **"Dimension name" on page 300** **"Severity failure value" on page 303**
Service Level Management Forecast Rule (365)	**Note:** This rule is for internal HP use only and should not be modified. This rule calculates the status forecast for an agreement. This is a sibling rule.	No parameters

Rule (Rule #)	Description	Parameters
Service Level Management Status (360)	**Note:** This rule is for internal HP use only and should not be modified. This rule calculates the status of an agreement for the Status Snapshot report. This is a sibling rule.	No parameters
SiteScope Average Availability (210)	Service Level Management calculates the average availability of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. The System Availability KPI for a SiteScope monitors 10 transactions. 8 transactions are available and 2 transactions are not available. At report generation time, the rule calculates an availability of 80% (8 out of 10 transactions available = 80%).	**"Calculation method" on page 300** **"No data timeout" on page 301**
SiteScope Average Value (211)	Service Level Management calculates the average value of SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT). This is a monitor rule. **Example:** **Note:** This example uses a sample-based calculation method. By default, the calculation method is time-based. The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates an average response time of 5 seconds: (2+4+6+8)/4 = 5 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Trimming condition" on page 303**

Rule (Rule #)	Description	Parameters
SiteScope Max. Value (212)	Service Level Management calculates the maximum value of SiteScope CIs that belong to the SiteScope Measurement CIT. This is a monitor rule. **Example:** The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the maximum response time as 8 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Trimming condition" on page 303**
SiteScope Min. Value (213)	Service Level Management calculates the minimum value of SiteScope CIs that belong to the SiteScope Measurement CIT. This is a monitor rule. **Example:** The System Performance KPI for a SiteScope monitors 4 transactions with the response times 2, 4, 6, and 8 seconds. At report generation time, the rule calculates the minimum response time as 2 seconds.	**"Calculation method" on page 300** **"No data timeout" on page 301** **"Trimming condition" on page 303**

Rule (Rule #)	Description	Parameters
SiteScope Monitor Outage (314)	Service Level Management determines that an outage has occurred if there are more than the minimum number of failures for more than the minimum duration, for SiteScope Monitor CIs. **Example:** Service Level Management checks the severity level to determine if an outage has occurred, by comparing the value to that set during outage creation: **Severity failure value** defines which severity value is considered a failure (that is, the sample is unavailable). For example, if the value is 4, samples with a severity value of 1, 2, or 3 are considered available, and samples with a severity value of 4 or 5 are considered unavailable. This is an outages rule.	**"Minimum number of failures" on page 301** **"Minimum duration" on page 301** **"Default category" on page 300** **"Max duration" on page 301** **"Severity failure value" on page 303**
SiteScope Monitor Rule (218)	Service Level Management uses this rule to calculate SiteScope monitor availability. This is a monitor rule.	**"No data timeout" on page 301** **"Severity failure value" on page 303**

Rule (Rule #)	Description	Parameters
SiteScope Monitor Six Sigma (219)	Service Level Management calculates the Six Sigma availability value for SiteScope monitors, by comparing the number of samples (number of opportunities) with the number of unavailable samples (defects). This is a monitor rule.	**"No data timeout" on page 301** **"Severity failure value" on page 303**
SiteScope Outage (312)	Calculates an outage for SiteScope CIs that belong to the SiteScope Measurement CIT, if there is more than the minimum number of failures for more than the minimum duration. This is an outages rule.	**"Minimum number of failures" on page 301** **"Minimum duration" on page 301** **"No data timeout" on page 301** **"Default category" on page 300** **"Max duration" on page 301**

Rule (Rule #)	Description	Parameters
SiteScope Percentile (214)	Service Level Management calculates in which percentile the SiteScope CI performance times fall, as defined by the Percentile condition operator and threshold, for SiteScope CIs that belong to the SiteScope Measurement configuration item type (CIT). This is a monitor rule. **Example:** During agreement creation, you set objectives for a Performance KPI with a Percentile condition of < 8 seconds: The Performance KPI has four samples, S1, S2, S3, and S4 with the following values: 8.2, 8.3, 8.1 and 8.1 seconds. At report generation time, the rule calculates that 4 out of the 4 samples fulfill the percentile condition (that is, the result falls in the 100th percentile), and gives the agreement an Exceeded status (the status color is green).	**"Calculation method"** on **page 300** **"Percentile condition"** on **page 302** **"Trimming condition"** on **page 303**

Rule (Rule #)	Description	Parameters
SiteScope Six Sigma Availability (216)	Service Level Management calculates the Six Sigma availability value of SiteScope CIs by comparing the number of opportunities (number of samples) with the number of defects (unavailable samples). This is a monitor rule. **Example:** If you set a sigma of 4, you are expecting that for every million opportunities (CIs), not more than 6,210 fail.	**"No data timeout" on page 301**
SiteScope Six Sigma Performance (217)	Service Level Management calculates the Six Sigma performance value of SiteScope CIs by comparing the number of opportunities (number of samples) with the number of defects (unavailable samples). This is a monitor rule. **Example:** If you set a sigma of 3, you are expecting that for every million opportunities (CIs), less than 66,800 do **not** meet the target performance goal.	**"Six Sigma condition" on page 303** **"Trimming condition" on page 303**
Six Sigma Group (295)	Service Level Management calculates the number of failures per child CI (total number of defects and opportunities) that occurred on average in all child CIs. **Note:** For Service Level Management to calculate the number of failures, all child CIs must include a Six Sigma rule. This is a group rule.	**"Use weighting" on page 303**
SOA Diagnostics Availability (400)	Calculates the availability of Diagnostics CIs that belong to the Diagnostics Web Service configuration item type (CIT), by comparison with agreement objectives. This is a monitor rule.	No parameters
SOA Diagnostics Average Response Time (402)	Calculates the average response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
SOA Diagnostics Average Throughput (405)	Calculates the average throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA Diagnostics Max. Response Time (403)	Calculates the maximum response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA Diagnostics Max. Throughput (406)	Calculates the maximum throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA Diagnostics Min. Response Time (404)	Calculates the minimum response time of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA Diagnostics Min. Throughput (407)	Calculates the minimum throughput of Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA Diagnostics Performance Percentile (401)	Calculates in which percentile the CI performance times fall, as defined by the Percentile condition parameter, for Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). Service Level Management takes the percentile value from Diagnostics. This is a monitor rule.	No parameters
SOA Diagnostics Six Sigma on Availability (408)	Calculates the Six Sigma availability value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
SOA Diagnostics Six Sigma on Performance (409)	Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	No parameters
SOA SiteScope Max. Total Time (423)	Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	**"Trimming condition" on page 303** **"Calculation method" on page 300** **"No data timeout" on page 301**
SOA SiteScope Min. Total Time (424)	Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	**"Trimming condition" on page 303** **"Calculation method" on page 300** **"No data timeout" on page 301**
SOA Six Sigma on Availability (425)	Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	
SOA Six Sigma on Performance (426)	Calculates the Six Sigma performance value on Diagnostics Web service CIs that belong to the Diagnostics Web Service Monitor configuration item type (CIT). This is a monitor rule.	

Rule (Rule #)	Description	Parameters
SOA Synthetic Monitor Availability (420)	Calculates the average availability for BPM Web Service Monitor CIs and SiteScope Web Service Monitor CIs. This is a monitor rule.	**"Calculation method"** on page 300 **"No data timeout"** on page 301
SOA Synthetic Monitor Average Response Time (422)	Calculates the average performance for BPM Web Service Monitor CIs and SiteScope Web Service Monitor CIs. This is a monitor rule.	**"Trimming condition"** on page 303 **"Calculation method"** on page 300 **"No data timeout"** on page 301
SOA Synthetic Monitor Performance (421)	Calculates the average response time for BPM Web Service Monitor CIs and SiteScope Web Service Monitor CIs. This is a monitor rule.	**"Calculation method"** on page 300 **"No data timeout"** on page 301
System Performance Success Ratio (299)	Service Level Management calculates the system performance of each child CI (as a percentage). A child CI is considered successful if its status is greater than, or equal to, the Success Status parameter defined in this rule. The System Performance Success Ration rule enables you to compare, in the same report, CIs that measure different types of activity. For example, an agreement that monitors an application server can include a CI to measure the server CPU (in MBs) and another CI to monitor the server memory (in percentages). This is a group rule. For a detailed example of the rule, see "Example of System Performance Success Ratio Rule" on page 294.	**"Success status"** on page 303 **"Use weighting"** on page 303

Rule (Rule #)	Description	Parameters
System Quality (440)	The System Quality rule calculates status for a System KPI attached to an EMS Monitor CI (monitoring an HP OVO system).	**Note:** The parameters for this rule can be modified only in the Service Level Management Business Rules repository; they cannot be modified for an individual KPI defined within an agreement.
	SiteScope monitors for the HP OVO system (corresponding to EMS Monitor CIs) send status change event data to Service Level Management. The samples include a severity value for System status in the monitored OVO application. If this value is less than the value defined in the rule's **Severity failure value** parameter, then System severity is considered acceptable.	
	The System Quality rule calculates the percentage of samples with acceptable severity level during each calculation period, and compares the percentage with agreement objective targets to determine status for the System KPI.	**"Dimension name" on page 300**
	This is a monitor rule.	**"Severity failure value" on page 303**
	Example: Service Level Management checks the severity levels for the **System** field, contained in the incoming samples for an EMS Monitor CI, Server1. The values received are 1, 3, 2, 3, 2.	
	The values are compared with the value defined in the **Severity failure value**, which is set as 3. System severity is therefore considered to be acceptable in 60% of the samples.	
	Server1 is attached to SLA_factory, where the objective threshold for the System KPI is set as Exceeded > 90%, else Failed. System severity for Server1 is below this percentage, so status for the KPI is defined as **Failed** (red).	

Rule (Rule #)	Description	Parameters
Time Between Outages - Alternate (334)	**Note:** This rule was named **MTBF - Alternate** prior to version 7.0. The Time Between Outages Alternate rule provides a second method for calculating the mean time between outages (the other method is described in "Time Between Outages" on page 277). The rule calculates the total uptime divided by the number of outages. The total uptime is the tracking period minus the total outage duration. This rule performs calculations by taking the results (for the relevant calendar) of an outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI that is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*. Service Level Management calculates the time between outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered. This is a sibling rule. For a detailed example of the rule, see "Example of a Time Between Outages - Alternate Rule" on page 296.	No parameters

Rule (Rule #)	Description	Parameters
Time Between Outages (333)	**Note:** This rule was named **MTBF** prior to version 7.0. Service Level Management calculates the mean time between outages, that is, the tracking period divided by the number of outages. This rule performs calculations by taking the results (for the relevant calendar) of an outages rule, which determines the number of outages for the CI. The appropriate outages rule is defined for the Outages KPI that is assigned to each CI as part of the agreement definition, as described in "Add Outage Dialog Box" in *Using Service Level Management*. Service Level Management calculates the time between outages on a daily basis (24 hours), and takes into account only the outages that occur in the specific calendar. For example, if the calendar is Business Hours (that is, 9:00 AM to 5:00 PM), then outages that occur at 3:00 AM are not considered. This is a sibling rule. **Note:** There is an alternative Time Between Outages rule, described in "Time Between Outages - Alternate" on page 276. For a detailed example of the rule, see "Example of Time Between Outages Rule" on page 295.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Average Backlog Count (453)	Calculates the Backlog KPI status for a TV Monitor CI. The rule calculates the average number (over time) of backlogged instances for a business transaction, based on samples received from HP TransactionVision. The calculation is time-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). This is the default rule for the Backlog KPI, when the KPI is assigned to a TV Monitor CI. For information on business transaction data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example 1** Between 10:00 and 10:59:59, the following samples were received for a business transaction: Sample 1 at 10:00 - 100 backlogged instances Sample 2 at 10:15 - 50 backlogged instances Sample 3 at 10:40 - 100 backlogged instances Sample 4 at 10:50 - 0 backlogged instances **Calculation** The result received in a sample is considered the value for the time period until the next sample arrives: (100*15 + 50*25 + 100*10 + 0*10) / (15+25+10+10) = 62.5 **Example 2** Between 10:00 and 10:59:59, the following samples were received for a business process: (10:00–10:15 - no data) Sample 1 at 10:15 - 100 backlogged instances Sample 2 at 10:30 - 50 backlogged instances Sample 3 at 10:45 - 100 backlogged instances **Calculation** The no data period is excluded from the calculation: (100*15 + 50*15 + 100*15) / (15+15+15) = 83.333333	**"No data timeout"** on page 301

Rule (Rule #)	Description	Parameters
TransactionVision Average Backlog Value (454)	Calculates the Backlog KPI status for a TV Monitor CI. The rule calculates the average monetary value (over time) for backlogged instances of a business transaction, based on values received in the samples from HP TransactionVision. The calculation is time-based (for details, see "Sample-Based and Time-Based Sampling" on page 143). **Note:** By default, the Backlog KPI uses a count-based rule when the KPI is assigned to a TV Monitor CI. If you want results for the KPI to be value-based, you must define a unit for the KPI and change the rule used. For more information, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example 1** Between 10:00 and 10:59:59, the following samples were received for a business transaction: Sample 1 at 10:00 - Value of backlogged instances = \$100 Sample 2 at 10:15 - Value of backlogged instances = \$50 Sample 3 at 10:40 - Value of backlogged instances = \$100 Sample 4 at 10:50 - Value of backlogged instances = \$0 **Calculation** The result received in a sample is considered the value for the time period until the next sample arrives: $(100*15 + 50*25 + 100*10 + 0*10) / (15+25+10+10) = \$62.5$	**"No data timeout" on page 301**

Rule (Rule #)	Description	Parameters
TransactionVision Average Backlog Value Continued	**Example 2** Between 10:00 and 10:59:59, the following samples were received for a business transaction: (10:00–10:15 - no data) Sample 1 at 10:15 - Value of backlogged instances = $100 Sample 2 at 10:30 - Value of backlogged instances = $50 Sample 3 at 10:45: Value of backlogged instances = $100 **Calculation** The no data period is excluded from the calculation: (100*15 + 50*15 + 100*15) / (15+15+15) = $83.333333	No parameters
TransactionVision Average Delays Rate (%) (455)	Calculates the Delays KPI status for a TV Monitor CI, based on the average percentage of late completed transactions out of the total completed transactions. The values are taken from the samples received from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. This is the default rule for the Delays KPI, when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Average Delays Value (%) (456)	Calculates the Delays KPI status for a TV Monitor CI, based on the average monetary value percentage of late completed transactions out of the total completed transactions value. The values are taken from the samples received from HP TransactionVision. Transactions are defined as "late" in TransactionVision when their response time exceeded the defined threshold in TransactionVision. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters
TransactionVision Average Duration (450)	Calculates the Duration KPI status for a TV Monitor CI, based on the average response time (in seconds) for successful, completed instances of the business transaction. The values are taken from the samples received from HP TransactionVision. This is the default rule for the Duration KPI, when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Average Exceptions Rate (%) (457)	Calculates the Exceptions KPI status for a TV Monitor CI, based on the average percentage of completed transactions marked as exceptions, out of the total completed transactions. The values are taken from the samples received from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. This is the default rule for the Exceptions KPI, when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.* This is a monitor rule.	No parameters
TransactionVision Average Exceptions Value (%) (458)	Calculates the Exceptions KPI status for a TV Monitor CI, based on the average monetary value percentage for the completed transactions marked as exceptions, out of the total completed transactions value. The values are taken from the samples received from HP TransactionVision. Transactions are defined as "exceptions" by TransactionVision when they did not follow the expected flow path on the target machine. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management.* This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Average Failures Rate (%) (459)	Calculates the Failures KPI status for a TV Monitor CI, based on the average percentage of failed, completed transactions out of the total completed transactions. The values are taken from the samples received from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in TransactionVision. This is the default rule for the Failures KPI, when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters
TransactionVision Average Failures Value (%) (460)	Calculates the Failures KPI status for a TV Monitor CI, based on the average monetary value percentage for the failed, completed transactions out of the total completed transactions value. The values are taken from the samples received from HP TransactionVision. Transactions are classified as "failed" when they match the attribute or pattern defined as failure in HP TransactionVision. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters
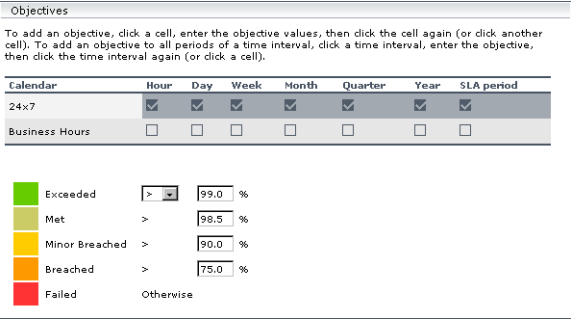
Rule (Rule #)	Description	Parameters
TransactionVision Average Value (461)	Calculates the Value KPI status for a TV Monitor CI, based on the average monetary value for completed instances of the business transaction. The calculation uses the following values received in the samples from HP TransactionVision: **total transaction value/total transaction count** This is the default rule for the Value KPI when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters
TransactionVision Maximum Duration (451)	Assigns Duration KPI status to a TV Monitor CI based on the highest response time for the completed instances of a business transaction. The values are received in the samples from HP TransactionVision. Results are given in seconds. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters
TransactionVision Minimum Duration (452)	Assigns Duration KPI status to a TV Monitor CI based on the lowest response time for the completed instances of a business transaction. The values are received in the samples from HP TransactionVision. Results are given in seconds. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule.	No parameters

Rule (Rule #)	Description	Parameters
TransactionVision Throughput (462)	Calculates the Throughput KPI status for a TV Monitor CI. The rule calculates the average hourly volume for completed instances of the business transaction, based on the completed count received in the samples from HP TransactionVision. The total count for each hour over the time frame is divided by the time to give an average hourly throughput. This is the default rule for the Throughput KPI when the KPI is assigned to a TV Monitor CI. For information on TransactionVision data in Service Level Management, see "Business Process and Business Transaction Data in Service Level Management" in *Using Service Level Management*. This is a monitor rule. **Example** For a three hour period: ➤ Between 09:00:00 and 09:59:59, four samples were received from TransactionVision, with the following values: 09:00 completed_count = 1000 09:15 completed_count = 100 09:30 completed_count = 700 09:45 completed_count = 200 Total completed count is 2000, calculation time is 1 hour. ➤ Between 10:00:00 and 10:59:59, no samples were received. Result for the hour is NO DATA, calculation time is 1 hour. ➤ Between 11:00:00 and 11:59:59, four samples were received: 11:00 completed_count = 0 11:15 completed_count = 0 11:30 completed_count = 0 11:45 completed_count = 100 Total completed count is 100, calculation time is 1 hour. Average throughput over period=2100/3 hours=700	No parameters

Rule (Rule #)	Description	Parameters
Value Chain (302)	The Value Chain rule takes the value for the weakest child in each calculation cycle, and then calculates the average of these values over the report period. The calculation cycle is set by default to five minutes. This rule is useful when the failure of any of the child elements in a value chain implies the failure of the parent element. By taking the worst KPI result from the child values in each calculation cycle, the final average produced by this rule takes into account any failure that occurred during the report period (as opposed to a value that represents the failures of a single child, as is the case when using the Worst Child rule). Where the parent element can continue to function even when one or more elements are unavailable, you can allow for this by defining the number of children to be ignored in each calculation cycle. The rule then ignores the worst KPI results in each calculation cycle up to the number defined, and takes the next-worst result as the calculation cycle value. **Note:** This rule can by used only when all child (leaf) CIs use the time-based calculation method for the KPI (this is the default calculation method for leaf rules). This is a group rule. For a detailed example of the rule, see "Example of the Value Chain Rule" on page 297.	**"Number of ignored children" on page 302**

Rule (Rule #)	Description	Parameters
Volume Average Value (300)	This rule measures the number of hits on a Real User Monitor page and calculates a page's availability. Volume Average Value takes into account the number of samples that are attributed to each of a CI's children. The more samples attributed to a child, the more the child influences the results. By comparison, RUM Page Availability calculates average availability for a CI, without taking into account the number of samples per child. **Note:** Although this rule can be used for any sample type, it is usually assigned to Real User Monitor. This is because the number of samples attributed to each child in Business Process Monitor and SiteScope is equal (unless configured otherwise). This is a group rule.	No parameters

Rule (Rule #)	Description	Parameters
Worst Child (Max.) (294)	Service Level Management returns the highest value held by any of the child CIs. For example, when calculating the worst child result for the Response Time KPI, the child with the longest response time is worst. This is a group rule. **Example:** During agreement creation, you set objectives for a Response Time KPI: A Group CI with attached Response Time KPI has 3 children, CI1, CI2, and CI3, with the following values: 8.5 seconds, 10 seconds, and 12 seconds. At report generation time, the rule returns the highest value (12 seconds), and gives the agreement a Failed status (the color is red).	No parameters

Rule (Rule #)	Description	Parameters
Worst Child (Min.) (293)	Service Level Management returns the lowest value held by any of the child CIs. For example, when calculating the worst child result for the System Availability KPI, the child with the lowest percentage availability is the worst. This is a group rule. **Example:** During agreement creation, you set objectives for a System Availability KPI: A Group CI with attached System Availability KPI has 3 children, CI1, CI2, and CI3, with the following values: 99%, 98.6%, 92%. At report generation time, the rule returns the lowest value (92%), and gives the agreement a Minor Breached status (the color is yellow).	No parameters
WS SiteScope Outage (316)	Calculates an outage for SiteScope Web service monitor CIs that belong to the Web Service Monitor configuration item type (CIT). This is an outage rule.	**"Minimum number of failures" on page 301** **"Minimum duration" on page 301** **"Default category" on page 300** **"Max duration" on page 301**

Example of an Average Outage Duration Rule

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

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

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network	✎
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network	✎
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined	✎

Outage duration is 30, 180, and 30 minutes.

The number of outages is 3.

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

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

Example of a Children Success Ratio Rule

For details about the rule, see "Children Success Ratio" on page 250.

During agreement creation, you set objectives for a System Performance KPI as follows:

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 75%).

The Group CI with attached System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Minor Breached (considered failed), and CI3 receives a status of Met (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the agreement a Breached status (the status color is orange).

Example of a Cluster Availability Rule

For details about the rule, see "Cluster Availability" on page 251.

You want to build an agreement that reports downtime for tasks in a value chain service (needed to perform a Use Case). That is, Service Level Management should report downtime if the chain is broken. If an application is down, the chain is broken. However, if two applications are down simultaneously, downtime is not doubled. There are five applications in the chain.

You create an agreement and set objectives for an Availability KPI as follows (the **Minimum number of children** should equal the total number of tasks):

For each calculation cycle (five minutes), if one of the children fails (that is, its result is less than the value in the Availability threshold field), the group CI is considered unavailable during this cycle.

For details on defining downtime, see "Downtime Events" in *Using System Availability Management.*

Example of a Response Time Success Ratio Rule

For details about the rule, see "Response Time Success Ratio" on page 260.

During agreement creation, you set objectives for a Performance KPI as follows:

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 95%).

A Group CI with attached Performance KPI has three children, CI1, CI2, and CI3: CI1, CI2, and CI3. At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Breached (considered to have failed), and CI3 receives a status of Met (considered successful). Two child CIs out of 3 are successful.

The KPI result, therefore, is 66.67%. This gives the CI a Failed status (the status color is red).

Example of System Performance Success Ratio Rule

For details about the rule, see "System Performance Success Ratio" on page 274.

During agreement creation, you set objectives for a Performance KPI as follows:

The Success status parameter is defined as Met. That is, any child CI is considered successful if its status is greater than, or equal to, Met (in the above case, 90%).

A Group CI with attached System Performance KPI has three children: CI1 (measures CPU), CI2 (measures memory), and CI3 (measures ping time). At report generation time, CI1 receives a status of Exceeded (considered successful), CI2 receives a status of Met (considered successful), and CI3 receives a status of Met (considered successful). Three child CIs out of 3 are successful.

The KPI result, therefore, is 100%. This gives the agreement an Exceeded status (the status color is green).

Example of Time Between Outages Rule

For details about the rule, see "Time Between Outages" on page 277.

During agreement creation, you set objectives for a Time Between Outages KPI as follows:

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

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 PM	2/13/06 12:25 AM	00:35:00	-	Network	
SLA 02	2/13/06 12:35 AM	2/13/06 12:55 AM	00:20:00	-	Network	
SLA 02	2/13/06 3:50 AM	2/13/06 4:10 AM	00:20:00	-	Undefined	

At report generation time, Service Level Management calculates the time between outages as the tracking period divided by the number of outages, that is,
24/3 = 8 hours = 28800 seconds. The CI receives a status of Exceeded (the status color is green).

Example of a Time Between Outages - Alternate Rule

For details about the rule, see "Time Between Outages - Alternate" on page 276.

During agreement creation, you set objectives for a Time Between Outages KPI as follows:

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

CI ▲	Start Date	End Date	Duration (HH:MM:SS)	Description	Category	
SLA 02	2/12/06 11:50 AM	2/13/06 12:25 PM	00:30:00	-	Network	
SLA 02	2/13/06 12:35 PM	2/13/06 3:35 PM	03:00:00	-	Network	
SLA 02	2/13/06 3:50 PM	2/13/06 4:10 PM	00:30:00	-	Undefined	

At report generation time, Service Level Management makes the following calculation:

Total uptime = tracking period - total outage duration
= 9 - (30 + 180 + 30 minutes) = 9 - 4 = 5 hours.

Time Between Outages Alternate = total uptime / number of outages
= 5/3 = 1.666 hours = 6000 seconds.

The CI receives a status of Minor Breached (the status color is yellow).

Example of the Value Chain Rule

For details about the rule, see "Value Chain" on page 286.

You have a value chain service where a database is running on four servers. The database continues to run at full availability even when one of the three servers is down; however, at least three of the servers must be up for the database to be available.

In the agreement, you want the CI representing the database to use the Value Chain rule for the Availability KPI. (The Availability KPI rule used by the child CIs for the database, representing the servers, is irrelevant.) To achieve this, you do the following:

➤ You ensure that the leaf CIs in the hierarchy for the value chain service are all using the time-based calculation method for the Availability KPI.

➤ You edit the Availability KPI definition for the database CI, so that **Value Chain** is selected as the business rule, and the **Number of ignored children** is set as **1**.

For each calculation cycle, the worst availability value from the four child CIs is ignored, and the worst result from the remaining three CIs is taken as the value for the calculation cycle. This means that if one server fails in a calculation cycle, it does not affect the overall availability value for the database.

If more than one server fails during a calculation cycle, this does affect the overall availability. For example, in the sixth calculation cycle for the period, one child CI has a value of 80% availability, and a second has a value of 85% availability. The other two CIs have 100% availability. The value used for that calculation cycle is 85%.

🔍 List of Service Level Management Business Rule Parameters

The rule parameters are as follows (in alphabetical order):

Parameter	Description
Availability field	The name of the availability field in the external source sample. Default/Mandatory: (no default)/Yes
Availability threshold	The availability threshold in percentages, above which a cluster is considered available if the minimum number of children specified in the Minimum number of children parameter . Default/Mandatory: 90/Yes
Available value	The availability value as it appears in the external source sample. If the availability value matches this value, the sample is considered available. For any other value, the sample is considered unavailable. Examples of values: yes/no, true/false, 0/1. Default/Mandatory: (no default)/Yes
Breached weight	The weight assigned to Breached status. Any positive number can be assigned (negative numbers and are **0** calculated as **1**). Default/Mandatory: 1/Yes
Calculation field	Select one of the following values: **Total time** which corresponds to the total page download time. **Server time** which corresponds to the total time the page remains on the server. Default/Mandatory: Total time/Yes

Parameter	Description
Calculation method	Select one of the following values: **sample-based** when you want the rule to calculate results per sample **time-based** when you want the rule to calculate results by sample duration. Default/Mandatory: Time Based/Yes
Default category	The default probable outage cause for use in Outage Summary reports. Default/Mandatory: Undefined/No
Dimension name	Internal. Do not modify. The name of the required field in the HP OVO sample. Default/Mandatory: <according to context>/Yes
Exceeded weight	The weight assigned to Exceeded status. Any positive number can be assigned (negative numbers and are **0** calculated as **1**). Default/Mandatory: 1/Yes
Failed weight	The weight assigned to Failed status. Any positive number can be assigned (negative numbers and are **0** calculated as **1**). Default/Mandatory: 1/Yes
Final state	The state at which the lifecycle of the incident ends. Default/Mandatory: Close/Yes
Hide objective panel	Internal. Hides the Objectives panel in the KPI Definition dialog box, when objectives are not relevant for the KPI. Default/Mandatory: True/Yes
Ignore timed out trimming	Exclude samples that are timed out. Default/Mandatory: false/Yes

Parameter	Description
Initial state	The state at which the lifecycle of the incident starts. Default/Mandatory: Open/Yes
Max duration	(For advanced users only.) The maximum duration in hours that can be considered an outage. Default/Mandatory: (no default)/No
Met weight	The weight assigned to Met status. Any positive number can be assigned (negative numbers and are **0** calculated as **1**). Default/Mandatory: 1/Yes
Minimum duration	The minimum duration in seconds that can be considered an outage. Default/Mandatory: 0/Yes
Minimum number of children	The minimum number of child CIs that must be available for the cluster to be considered available (see also Availability Threshold definition). Default/Mandatory: Exceeded/Yes
Minimum number of failures	The minimum number of failures that must occur to be considered an outage. Default/Mandatory: 2/Yes
Minor breached weight	The weight assigned to Minor Breached status. Any positive number can be assigned (negative numbers and are **0** calculated as **1**). Default/Mandatory: 1/Yes
No data timeout	(For advanced users only). The number of seconds from the time of the latest sample until the status changes to NO DATA. Relevant only when **Time Based** is chosen for the **Calculation method** parameter. Default/Mandatory: 3600/Yes

Parameter	Description
Number of ignored children	The number of child CIs with the worst KPI results that are ignored in each calculation cycle. Default/Mandatory: 0/Yes
Passed status	Defines the minimum status level for results received in a sample, based on a duration threshold used in HP Business Process Insight. Only results with that status or higher are included in the rule calculations. Default/Mandatory: ok_status/Yes
Passed status	Defines the minimum status level for results received in a sample, based on a health status used in Business Process Insight. Only results with that status or higher are included in the rule calculations. Default/Mandatory: healthy_status/Yes
Percentile condition	Defines a successful result by setting the value that should be compared to the objective and which operator should be used. Default/Mandatory: <8/No
Performance field	The name of the performance field in the external source sample. Default/Mandatory: (no default)/Yes
Severity	The lowest severity value for calculations. Only incidents of this severity value and higher in severity are calculated. The value is an integer, as defined in the conversion method in the SiteScope ticket.config file. For details, see "HP ServiceCenter Monitor User Interface" in *Using System Availability Management*. Default/Mandatory: 3/Yes

Parameter	Description
Severity failure value **(for SiteScope Monitor Outage rule)**	The severity value, for status changes, at which an agreement is considered unavailable. Default/Mandatory: 5/Yes
Severity failure value	At this value, or any higher severity value, the severity level is considered as a failure. Default/Mandatory: 3/Yes
Six Sigma condition	Defines whether to calculate the Six Sigma performance larger than or smaller than the objective value, and which operator should be used. Default/Mandatory: <8/Yes
Success status	The status to which all child CIs are compared: if the child CI's status is greater than, or equal to, this value, the child CI is considered successful. Default/Mandatory: Exceeded/Yes
Time stamp field	The name of the time stamp field in the external source sample. Default/Mandatory: time_stamp/Yes
Trimming condition	Default condition that specifies when the sample is trimmed. Default/Mandatory: (no default)/No
Use weighting	Select one of the following values: **true**: include weighting values **false**: do not include weighting values Default/Mandatory: false/Yes

Hidden Advanced Rule Parameters

Some Service Level Management Business Rule parameters are intended for users with an advanced knowledge of Service Level Management and, by default, are hidden from view.

If you want these advanced parameters to be displayed, change the default setting. Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, choose **Applications**, select **Service Level Management**, and locate the **Display advanced business logic parameters** entry. Change the value to **True**.

Business Rules User Interface

This section describes:

➤ Business Rules Repository Page on page 305

➤ Global Attributes Dialog Box on page 307

➤ Global Attributes Details Dialog Box on page 309

➤ Parameter Details Dialog Box (Rules) on page 310

➤ Rule Details Dialog Box on page 311

✎ Business Rules Repository Page

Description	Displays the list of factory (predefined) and customized rules. Those rules are available throughout HP Business Availability Center to determine how source data is imported.
	Enables an advanced user to modify existing repository rules and create new ones.
	To Access: Select **Admin** > **Dashboard** or **Service Level Management**. Click the down arrow ⯆ that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Business Rules** tab menu option.
Important Information	Cloning or overriding an existing rule, or creating a new rule, adds the corresponding rule entry to the Custom rule list. You can then customize the rule to your organization's specifications. For details, see "Rule Details Dialog Box" on page 311.
	For a list of Dashboard rules and their details, see "List of Dashboard Business Rules" on page 164. For a list of Service Level Management rules and their details, see "List of Service Level Management Business Rules" on page 228.
	If you add a rule, a matching tooltip (with the same ID number) is automatically created. For more details, see "Tooltips Repository Page" on page 493.
Included in Tasks	"Set Up/Edit a Business Rule" on page 153

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

GUI Element (A-Z)	Description
⍰	Click to display help on the rule.
✏	Select a rule in the Custom Rules area, and click the button to open the **Rules Details** dialog box. For details, see "Rule Details Dialog Box".

GUI Element (A-Z)	Description
Class Name	The name of the class the rule belongs to. It includes the Java class that implements the rule, with the full path to the root.
Clone	In the Factory Rules or in the Custom Rules areas, select a rule, and click the button to create a new rule by cloning. You clone an existing rule to use it as a template. The original rule is still available. **Note:** Change the name of the rule you have cloned to make sure you attach the cloned rule and not the original rule to a specific KPI.
Description	The description of the rule.
Edit Globals	Click to edit the global parameters of the rules. For details, see "Global Attributes Dialog Box" on page 307.
Id	This specifies the ID number used to identify the rule in the source adapter templates. This is the default rule ID.

GUI Element (A-Z)	Description
New Item	Click to create a new rule. For details, see "Set Up/Edit a Business Rule" on page 153.
Override	In the Factory Rules or in the Custom Rules areas, select a rule, and click the button to edit an existing rule. You override an existing rule to replace it with a customized rule. The original rule is disabled. The overriding rule and the original rule have the same rule ID. The overriding rule and the original rule have the same rule ID. The rule in the Factory Business Rules area displays the following indication: **Note:** ➤ If you delete a custom rule that overrides a factory rule, the original factory rule is automatically restored. ➤ If you have created a new rule, you must attach it to a KPI. For details, see "Set Up/Edit a Business Rule" on page 153.

🔍 Global Attributes Dialog Box

Description	Lists all rules global parameters. **To Access:** In the Rules Repository page, click the **Edit Globals** button.
Important Information	The global attributes for rules are listed in "List of Service Level Management Business Rules" on page 228. To override the global parameters values for individual rules, you must add the relevant parameter to the relevant rule and then modify its value.
Included in Tasks	"Set Up/Edit a Business Rule" on page 153

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

GUI Element (A-Z)	Description
	Click the button relevant to the attribute to edit existing global attribute details in the Global Attributes Details dialog box.
<Name>	The name of the global attribute. For details about the global attributes, see "List of Rule Global Attributes" on page 308.
<Value>	The value of the global attribute.
New	Click to enter new global attribute details in the Global Attribute Details page. For details, see "Global Attributes Details Dialog Box" on page 309.

List of Rule Global Attributes

Display Name	Usual Default Value	Description
saveLastSample	false	Defines whether the last sample is presented in Dashboard or Service Level Management when clicking on the status icon. For details, see "Set Up Rules to Display the Last Sample Details" on page 163.
HistoryType	Worst	Defines the type of history calculation to be used when calculating history status. Values can be: **Worst**, **Average**, or **None** (no history status displayed). For details, see "History Calculation" in *Using Dashboard*.
HistorySize	60	Defines a time period (in hours) used when calculating history and trend status. Enter round hours between 1 and 6. For details, see "History Calculation" in *Using Dashboard*.

Display Name	Usual Default Value	Description
saveValuesToPersistency	false	Set **saveValuesToPersistency** to **true** if you want Dashboard or Service Level Management to save CIs and KPIs value data to be displayed in the KPI Over Time with Value report. For details, see "KPIs Over Time Report" in *Using Dashboard*.
saveValuesToPersistencyInterval	900	Defines the periodicity (in minutes) with which the value of the KPI is saved to the CMDB (to be used in KPI Over Time with Value reports). For details, see "KPIs Over Time Report" in *Using Dashboard*.
Calculate Trend	false	Defines whether the trend should be calculated (and displayed) or not. For details, see "Trend Calculation" in *Using Dashboard*.

Global Attributes Details Dialog Box

Description	Enables you to edit all rules global parameters. You can also modify existing information or enter new information for the global attribute details. **To Access:** In the Global Attributes dialog box, click the **Edit** button ✏ for the relevant attribute or click **New**.
Important Information	The global attributes for rules are listed in "List of Rule Global Attributes" on page 308. To override the global parameters values for individual rules, you must add the relevant parameter to the relevant rule and then modify its value.
Included in Tasks	"Set Up/Edit a Business Rule" on page 153

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

GUI Element (A-Z)	Description
History Size (approximately)	Enter the time period (in hours) used when calculating history and trend status. The range is 1 to 6 hours.
Key	Enter the global attribute key.
Type	Enter the type of KPI value that is saved to the CMDB. Select **Boolean**, **Number**, or **String**.
Value	Enter the value of the global attribute.

Parameter Details Dialog Box (Rules)

Description	Enables you to modify existing information or to enter new information about the rule's parameters. **To Access:** In the Rule Details dialog box, in the Rule parameters area, click the **New** button to enter new parameters or click the relevant **Edit** button to modify an existing parameter.
Important Information	For a list of rule parameters and their default values, see each rule description in "List of Dashboard Business Rules" on page 164. If the **CalculationGranularity** parameter is not changed when there is a heavy calculation load, this does not cause wrong results, but note that calculations are done on a longer time scale (for example, calculation may be done on a history size of three hours instead of one hour).
Included in Tasks	"Set Up/Edit a Business Rule" on page 153

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

GUI Element (A-Z)	Description
Default value	Enter the value to be listed as the default value of the parameter in Dashboard or Service Level Management. Note that for some of the rules, the default values can be: **sampleBased** or **timeBased** and indicates if the calculation performed by the rule is based on the sample values or is calculated.
Description	Enter or modify the parameter description.
Name	Enter or modify the name of the parameter. The parameter name is used as a key.
Presentation class	Enter the name of the presentation class. For future use.
Type	Enter the type of parameter. Possible values are: **Boolean** (can be 0 or 1), **Integer**, **Long**, **Double** (can be a decimal number), or **String**.

Rule Details Dialog Box

Description	Enables you to modify existing detailed information for the rule. You can also modify existing information or enter new information about the rule parameters and the Objective parameters. For more details, see "KPI Objectives" in *Using Dashboard*.
	To Access: In the Business Rule Repository page, click **New Item** or click the Edit button ✐ for the appropriate rule in the Factory or Custom Rules area.

Important Information	For a list of the objective parameters and their details, see "List of Dashboard Business Rule Parameters" on page 222.
	After you have created a rule you must attach it to a KPI.
Included in Tasks	"Set Up/Edit a Business Rule" on page 153

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

GUI Element (A-Z)	Description
	In the Rule parameters area, click to modify an existing parameter.
	In the Objective Parameters area, click to modify an existing parameter.
	For details, see "Parameter Details Dialog Box (Rules)" on page 310.
Class Name	Enter the name of the class the rule belongs to. It includes the Java class that implements the rule, with the full path to the root.
Description	Enter the description of the rule.
Display Name	Enter the name of the rule as it is to be displayed in the UI.
New...	In the Rule parameters area, click to enter new parameters.
	In the Objective Parameters area, click to enter new objective parameters.
	For details, see "Parameter Details Dialog Box (Rules)" on page 310.
Objective parameters	Default objective values for every rule that uses objectives. For details, see "KPI Objectives".

GUI Element (A-Z)	Description
Relevant result type	Select one of the following options: ➤ **Status.** So the rule result is displayed as a status indicator ➤ **Value.** So the rule is displayed as a value For details, see "Persistent Data and Historical Data" in *Using Dashboard*.
Rule parameters	Parameters used by the rule to calculate the resulting value or status. For details, see "List of Dashboard Business Rule Parameters" on page 222.
Rule Type	Select one of the following options: ➤ **Both.** So the rule can be applied both to group and monitor ➤ **Group.** So the rule can be applied to a group ➤ **Monitor.** So the rule can be applied to a monitor For details, see "Business Rule Categories" on page 141.
Units	Enter the type of unit applicable to the rule results. For more details about the available units, see "Units of Measurement for Objectives" in *Using Dashboard*.

6

Context Menus Repository

This chapter provides information on the Context Menu Repository.

This chapter includes:

Concepts

➤ Context Menus Repository on page 315

Tasks

➤ Set Up a Context Menu on page 317

Reference

➤ List of Context Menus on page 319

➤ Context Menus User Interface on page 332

Context Menus Repository

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

A context menu defines the menu options that are available in the menu for a KPI or a CI in the Dashboard application. The adapter template assigns every configuration item type (CIT), a default context menu.

The actions required by each menu option are defined in "Context Menu Items Repository Page" on page 425.

For example, in the Console tab of the Dashboard application, the menu: **Go to Report > Trend** is displayed:

Go to Report	▶	Trend
Filters	▶	Triage
Top View	▶	Transaction Analysis
Acknowledgment	▶	KPIs Over Time
Problem Management	▶	Change Rule
Find Visible and Hidden Child CIs		Related Change Requests
Drill to Diagnostics	▶	Configuration Item Status Alerts
Open Ticket in MSD		
Show Related CIs		
Properties		
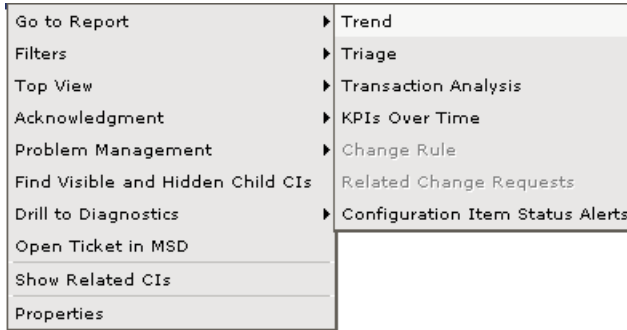
For details about the menu options, see "Customize Dashboard Display and Refresh Rate" in *Using Dashboard*.

For details about creating or editing context menus, see "Context Menu Repository Page" on page 332.

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

Advanced Users

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

🔨 Set Up a Context Menu

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

For a detailed scenario that includes adding context menu items to a context menu, see "Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario" on page 53 and view the appropriate step.

This task includes the following steps:

➤ "Create a Customized Context Menu" on page 317

➤ "Edit a Context Menu Using Override" on page 318

➤ "Specify the Context Menu Details" on page 318

➤ "Specify the Menu Entity Details" on page 318

➤ "Set a Context Menu and its Parameters Back to Default" on page 318

1 Create a Customized Context Menu

You can create a new customized context menu by:

➤ **cloning.** You can create a customized context menu by cloning (copying) an existing context menu and modifying it. The existing context menu can be a factory or a customized context menu. The original context menu is still available. A new ID number is assigned to the cloned context menu. To clone a context menu, select a context menu and click **Clone** in the Context Menu Repository page.

➤ **creating a new context menu.** You can create a context menu without using an existing context menu as a template. To create a new context menu, click **New Item** in the Context Menu Repository page.

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

For details, see "Context Menu Repository Page" on page 332.

You can then customize the new context menu or the overridden context menu to your organization specifications. For details, see "Context Menu Details Dialog Box" on page 334.

2 Edit a Context Menu Using Override

When you override an existing context menu, a copy appears in the **Custom Context Menus** area and the existing context menu is marked with (Overridden) in the **Factory Context Menus** area. Overriding replaces the existing context menu with the context menu that you have modified. The ID number of the overriding context menu is the same as the ID number of the overridden context menu. For details, see "Context Menu Repository Page" on page 332.

3 Specify the Context Menu Details

In the context menu Items Details page, you can either modify the information or enter new information for the context menu. You can also modify existing information or add new information about the context menu entity.

You can either modify the information or enter new information for the context menu. For details, see "Context Menu Details Dialog Box" on page 334.

4 Specify the Menu Entity Details

In the **Menu Entity Details** page, you can either modify existing information or enter new information about the menu entity. For details, see "Menu Entity Details Dialog Box" on page 335.

5 Set a Context Menu and its Parameters Back to Default

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

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

🔍 List of Context Menus

This section lists the available context menus, describes them, and lists their default options.

Several context menus with the same name might be listed in the Context Menu Repository and might have different parameters.

For details about configuring the context menus, see "Context Menus User Interface" on page 332.

The context menus and their default context menu items are:

Context Menu	Description	Context Menu Items
BMC Measurement Menu	Context menu for measurement CIs originating from a BMC Patrol system.	"Go To Report" on page 363 "Filters" on page 361 "Show in Top View" on page 384 "Show Path to Root" on page 385 "Show Problematic Subtree" on page 385 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
BPM Group Menu with Layers View	Context menu for group CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361 "Drill to Diagnostics" on page 351
Business Process Insight Menu	Context menu for Business Process CIs, BPI Monitor CIs, and BPI Monitor CIs.	"Go to BPI" on page 362

Context Menu	Description	Context Menu Items
Business Process Monitor Group Menu	Context menu for group CIs where the data originates from a Business Process Monitor source.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361 "Drill to Diagnostics" on page 351
Business Unit Menu	Internal.	"SLAs Summary Report" on page 394
CI Neighbors	Context menu in the CMDB.	"Show Related CIs" on page 386
CI Properties	Context menu in the CMDB.	"Properties" on page 375
CIM Measurement Menu	Context menu for measurement CIs originating from a Compaq Insight Manager (CIM) system.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
Config File Menu	Not in use.	"Go To Report" on page 363 "Show Service Impact" on page 387
Dashboard Administration Menu	Displays the context menu in Dashboard Admin.	"Add KPI" on page 341 "KPI Data Over Time" on page 365

Context Menu	Description	Context Menu Items
Default Menu	Displays the context menu in Dashboard Console tab.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
Delete CI	Context menu in the CMDB.	"Delete CI" on page 349"Drill to Diagnostics" on page 351
Diagnostics BPM Menu	Context menu that is used in Dashboard in monitoring views, to drill from a specific transaction to the Diagnostics transaction screen.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Drill to Diagnostics" on page 351
Diagnostics Monitor Menu	Context menu that is used in Dashboard.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374
Diagnostics Probe Group Menu	Context menu that is used in Dashboard Diagnostics Views to drill down from a specific probe group CI to the Diagnostics Console screen.	"Drill to Diagnostics" on page 351
Diagnostics Probe Menu	Context menu that is used from the monitoring views in Dashboard, to drill down from a specific probe CI to the Diagnostics transaction screen.	"Drill to Diagnostics" on page 351

Context Menu	Description	Context Menu Items
EMS Measurement Menu	Context menu for measurement CIs originating from an Enterprise Management Systems (EMS) source.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
EMS Show Events	Context menu for CIs: ➤ Originating from the OVO source adapter. ➤ Originating from Netscout.	"Show Events" on page 383
Group Menu	The default context menu for most of the business configuration item types (CITs).	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
HP SC Menu	Context menu for Business Service CIs or EMS Monitor CIs under Business Service CIs.	"HP ServiceCenter" on page 364 "Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396
Locate CI	Context menu after a search operation in IT Universe.	"Locate CI in View" on page 367
Locate CI in SLA	Internal.	"Locate CI in SLA" on page 366

Context Menu	Description	Context Menu Items
OVO Drill Down Event	Context menu attached to EMS Monitor CIs that enables drilling down to the HP OVO application. **Limitations:** ➤ Drilling down to the HP OVO application is supported only when HP OVO is installed on a Unix server. ➤ You must have specified the user name, password, and host machine in the EMS integration definition. For details, see "Add Integration Dialog Box" in *Solutions and Integrations*. ➤ This capability is only supported for one HP OVO application. If more than one OVO integration exists, the drill down feature works only for one of them.	"OVO Drill Down" on page 369
RUM Application Error Monitor Menu	Context menu for RUM Error Event CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
RUM Application Menu	Context menu for Application CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM End User Group Container Menu	Context menu for RUM End User Group Container CIs in the Real User End Users view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM End User Group Menu	Context menu for RUM End User Groups CIs in the Real User End Users view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM End User's Menu	Context menu for RUM End User Group monitor CIs in the Real User End Users view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
RUM Errors Menu	Context menu for RUM Errors Event CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM Group Menu	Context menu for RUM End User Group monitor CIs in the Real User End Users view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361 "Drill to Diagnostics" on page 351
RUM HTTP Error Monitor Menu	Context menu for RUM HTTP Error Monitor CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM Informational Event Monitor Menu	Context menu for RUM Informational Event Monitor CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
RUM Informational Events Menu	Context menu for RUM Informational Events CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM Page Monitor Menu	Context menu for RUM Page Monitor CIs in the Real User Application view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361 "Drill to Diagnostics" on page 351
RUM Servers Menu	Context menu for RUM Servers CIs in the Real User Servers view.	"Go To Report" on page 363
RUM Server Menu	Context menu for RUM Server Monitor CIs in the Real User Servers view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
RUM Session Monitor Menu	Context menu for RUM Session Monitor CIs in the Real User Applications view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
RUM Transaction Monitor Menu	Context menu for RUM Transaction Monitor CIs in the Real User Applications view.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
SAP Alert Acknowledgment	Context menu for a SAP Alert CI.	"Complete Alert" on page 346 "Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
SAP Menu	Context menu for a SAP-related CI.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Application Mapping" on page 342 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
SAP System Menu	Context menu for a SAP System CI.	"Go To Report" on page 363 "Filters" on page 361 "Application Mapping" on page 342 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
SAP Transaction Menu	Context menu for a Transaction CI.	"Go To Report" on page 363 "Filters" on page 361 "Application Mapping" on page 342 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
SAP Transport Menu	Context menu for a Transport CI.	"Go To Report" on page 363 "Filters" on page 361 "Application Mapping" on page 342 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
Service Menu	Internal.	"CI Impact Report" on page 345
Service Mng Menu	Internal.	"Create New Business Service" on page 347 "Edit Business Service" on page 351 "Delete Business Service" on page 349 "Create New SLA from Business Service" on page 347
Siebel Database Breakdown Diagnostics Menu	Context menu for Siebel-specific CIs.	"Go To Siebel Diagnostics" on page 363
Siebel Diagnostics Menu	Context menu for Siebel-specific CIs.	"Go To Siebel Diagnostics" on page 363
Siebel Menu	Context menu for Siebel-specific CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

Context Menu	Description	Context Menu Items
Siebel SARM and DBBD Diagnostics Menu	Context menu for Siebel-specific CIs.	"Go To Siebel Diagnostics" on page 363
SiteScope Web Service Monitor Menu	Context menu for SiteScope Web Service Monitor CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374
SiteScope Group Menu	Context menu for SiteScope group CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
SiteScope Measurement Menu	Context menu for measurements CIs originating from SiteScope.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374
SiteScope Monitor Menu	Context menu for SiteScope monitor CIs when there is no measurement level for the monitor.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374
Transaction Measurement Menu	Context menu for transaction measurement CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374

Context Menu	Description	Context Menu Items
TransactionVision Menu	Context menu that is used in Dashboard in certain monitoring views, to drill from a specific transaction to the Diagnostics transaction screen. This context menu is available only if HP TransactionVision has been installed. For details, see "Business Transaction Management" in *Using Dashboard.*	"Go to TransactionVision" on page 363 "Business Transaction Flow Map" on page 343 "Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Go To Problem Isolation" on page 362
VM Context Menu	Context menu in View Manager in the CMDB.	"New Folder" on page 367 "Rename Folder" on page 376 "Delete Folder" on page 350
Web Service Menu	Context menu for Web Service CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361
Web Service Operations Menu	Context menu for Web Service Operation CIs.	"Go To Report" on page 363 "Filters" on page 361 "Top View" on page 396 "Acknowledgement" on page 341 "Problem Isolation" on page 374 "Find Visible and Hidden Child CIs" on page 361

✎ Context Menus User Interface

This section describes:

➤ Context Menu Repository Page on page 332

➤ Context Menu Details Dialog Box on page 334

➤ Menu Entity Details Dialog Box on page 335

✎ Context Menu Repository Page

Description	Displays the list of factory (predefined) and customized context menus. Those context menus are available throughout HP Business Availability Center to help you navigate to other pages.
	Enables an advanced user to modify existing repository context menus and create new ones.
	To Access: Select **Admin** > **Dashboard**. Click the down arrow ⬇ that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Context Menus** tab menu option.
Important Information	Cloning or overriding an existing context menu, or creating a new context menu, adds the corresponding context menu entry to the Custom Context Menus list. You can then customize the context menu to your organization's specifications.
	You can modify the context menu information or enter new information. You can also modify existing information or add new information about the context menu entity. For details, see "Context Menu Details Dialog Box" on page 334.
	You can modify existing information or enter new information about the menu entity. For details, see "Menu Entity Details Dialog Box" on page 335.
Included in Tasks	"Set Up a Context Menu" on page 317

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

GUI Element (A-Z)	Description
⏐?⏐	Click to display help on the context menu.
✎	Select a context menu in the Custom Context Menus area, and click the button to open the **Context Menus Details** dialog box. For details, see "Edit a Context Menu Using Override" on page 318.
Clone	In the Factory Context Menus or in the Custom Context Menus areas, select a context menu, and click the button to create a new context menu by cloning. You clone an existing context menu to use it as a template. The original context menu is still available. **Note:** Change the name of the context menu you have cloned to make sure you attach the cloned context menu and not the original context menu to a specific KPI.
ID	The internal name of the context menu.
Display Name	The name of the context menu.

GUI Element (A-Z)	Description
New Item	Click to create a new context menu in the Context Menu Details dialog box.
Override	In the Factory Context Menus or in the Custom Context Menus areas, select a context menu, and click the button to edit an existing context menu. You override an existing context menu to replace it with a customized rule. The original context menu is disabled. The overriding context menu and the original context menu have the same context menu ID. The context menu in the Factory Context Menus area displays the following indication: ☐ SiteScope Group Menu (Overridden) **Note:** If you later delete the custom context menu that overrode the factory context menu, the original factory context menu is automatically restored.

🔍 Context Menu Details Dialog Box

Description	Enables you to modify the information or enter new information for the context menu. You can also modify existing information or add new information about the context menu entity. **To Access:** In the Context Menu Repository page, click the **New** button, or click the relevant **Edit** button ✏ for a cloned or overridden context menu.
Important Information	A detailed list of context menus and their details is available in "List of Context Menus" on page 319.
Included in Tasks	"Set Up a Context Menu" on page 317

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

GUI Element (A-Z)	Description
<Menu entity>	Click the **Delete** button ☒ to delete an existing menu entity details. Click the **Edit** button ✎ to modify existing menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 335.
Display Name	Enter or modify the name of the context menu.
New	Click to enter new menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 335.

🔍 Menu Entity Details Dialog Box

Description	Enables you to modify existing information or enter new information about the menu entity. **To Access:** In the Context Menu Details page, click the **New** button, or click the relevant **Edit** button ✎ for a menu entity.
Included in Tasks	"Set Up a Context Menu" on page 317

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

GUI Element (A-Z)	Description
Context Menu Item	Enter or modify the name of the context menu item (the main menu element that is displayed).

GUI Element (A-Z)	Description
Sub-context Menu Items	Select or de-select the sub-menu items.
Applicable Sections	Select or de-select the applications where the menus appear. If you specify nothing, the menu appears in all tabs.

7

Context Menu Items Repository

This chapter includes the pages and dialog boxes that are part of the Context Menu Items Repository user interface.

The Context Menu Items Repository includes the context menu items available in Dashboard and enables you to create new context menu items and to edit existing context menu items.

This chapter includes:

Concepts

Tasks

Reference

🎲 Context Menu Items Repository

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

The Context Menu Items Repository defines the options available in the context menus. Each context menu item either specifies an operation that is to take place, or acts as a parent for a sub-menu. For a list of the context menu items defined for Dashboard, see "List of Context Menu Items Detailed Description" on page 340.

For details about creating or editing context menu items, see "Context Menu Items Repository Page" on page 424.

Advanced Users

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

🔧 Set Up a Context Menu Item

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

For a detailed scenario that includes creating a context menu item, see "Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario" on page 53 and view the appropriate step.

This task includes the following steps:

➤ "Create a New Context Menu Item" on page 339
➤ "Edit a Context Menu Item Using Override" on page 339
➤ "Specify the Context Menu Items Details" on page 339

➤ "Specify the Processor Parameter Details" on page 340

➤ "Set a Context Menu Item and its Parameters Back to Default" on page 340

1 Create a New Context Menu Item

You can create a new context menu item by:

➤ **cloning.** You copy a factory (predefined) or a customized context menu item and use the copy as a template. To clone a context menu item, select a context menu item and click **Clone** in the Context Menu Items Repository page.

➤ **creating a new context menu item.** You can create a new context menu item without using an existing one as a template. To create a new context menu item, click **New Item** in the Context Menu Items Repository page.

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

For details, see "Context Menu Repository Page" on page 332.

You can then modify the context menu item to customize it to your organization specifications. For details, see "Context Menu Item Details Dialog Box" on page 421.

2 Edit a Context Menu Item Using Override

You can override an existing factory context menu item with a new custom one. The existing context menu item that you override is marked as overridden in the Factory Context Menu Items area and a copy of the item appears in the Custom Context Menu Items area. You replace the existing context menu item with the context menu item that you have modified. For details, see "Context Menu Items Repository Page" on page 424.

3 Specify the Context Menu Items Details

In the Items Details window, you can either modify the information or enter new information. You can also modify existing information or enter new information about the pre- or post-processor parameters. For details, see "Context Menu Items Repository Page" on page 424.

4 **Specify the Processor Parameter Details**

Note: It is **not** recommended to:

➤ Add new parameters to a pre-processor or post-processor class.

➤ Make changes to a pre-processor or post-processor class as it might change the class behavior. Classes are built for specific context menus.

In the **Pre-** or **Post-Processor Parameter Details** window, you can either modify existing information or enter new information about the pre-processor parameter or the post-processor parameter.

For details about the pre-processor parameters, see "Pre-Processor Parameter Details Dialog Box" on page 426.

For details about the post-processor parameters, see "Post-Processor Parameter Details Dialog Box" on page 427.

5 **Set a Context Menu Item and its Parameters Back to Default**

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

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

🔍 **List of Context Menu Items Detailed Description**

This section provides details about each context menu item, its pre- and post-processor classes and the classes parameters.

For details about configuring the context menu items, see "Context Menu Items User Interface" on page 420.

For a description of the classes and the complete list of their parameters, see "List of Pre-Processor Classes" on page 405 or "List of Post-Processor Classes" on page 410.

The available context menu items are:

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Acknowledgement	Opens the Set/Unset Acknowledgment window relevant to the CI, in Dashboard. For details, see "Acknowledge Performance Problems" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None.	None.
	Parameters:	**Parameters:**
	None.	None.
Acknowledgement Details	Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "Example – Set an Acknowledgment" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Dashboard Generic URL" on page 405	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ ack.cmdbObjectID ➤ ack.ackID ➤ URL	➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Add KPI	Opens the New KPI page in Dashboard Administration. For details, see "How Dashboard KPIs Work" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Application Mapping	Opens the Acknowledgment details window relevant to the CI, in Dashboard. For details, see "HP Business Availability Center for SAP Applications" in *Solutions and Integrations*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
BPI Monitors Over Time	Opens the BPI Monitors Over Time report relevant for the CI. For details, see "BPI Monitors Over Time Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	BPIMonitorOTPreprocessor	"Open Window" on page 417
	Parameters:	**Parameters:**
	None.	➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Business Process Over Time	Opens the BPI Monitors Over Time report relevant for the CI. For details, see "Business Process Over Time Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	BPIBusinessProcessOTReport Preprocessor	"Open Window" on page 417
	Parameters:	**Parameters:**
	None.	➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Business Transaction Flow Map	Opens a sub-menu to select the mode for the Business Transaction Flow Map. For details, see "Business Transaction Flow Map" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Business Transaction Over Time	Opens the Business Transaction Over Time report relevant for the CI. For details, see "Business Transaction Over Time Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Dashboard Generic URL" on page 405	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ FROM_DASHBOARD	➤ SCROLL
	➤ SELECTED_MEASUREMENTS1	➤ HEIGHT
	➤ CMDB_NODE_ID	➤ SLAVE_WIN
	➤ URL	➤ WIDTH
	➤ REPORT_ID	➤ WIN_NAME
	➤ SELECTED_MEASUREMENTS2	➤ RESIZE
	➤ DATA_MODEL_SET_ TO_VALUE	

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Business Transaction Summary	Opens the Business Transaction Summary report relevant for the CI. For details, see "Business Transaction Summary Report" in *Using Dashboard*.	
	Pre-Processor Class: DashboardMultiSelectURLPreprocessor **Parameters:** ➤ **FROM_DASHBOARD.** Internal use. ➤ **MULTI_SELECTION_PARAM_KEYS.** Internal use. ➤ **MULTI_SELECTION_TYPES_FILTER.** Internal use. ➤ **DATA_MODEL_SET_TO_BOTH.** Internal use. ➤ **CMDB_NODE_ID.** Internal use. ➤ **URL.** Internal use. ➤ **REPORT_ID.** Internal use.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Change Report	Opens the Change report in Dashboard. For details, see "Change Report Page" in *Model Management*.	
	Pre-Processor Class: None. **Parameters:** ➤ **USER.** Internal. This parameter must not be modified. ➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified. ➤ **PASSWORD.** Internal. This parameter must not be modified. ➤ **PROTOCOL.** The type of protocol to be used ➤ **PORT.** The target port ➤ **URL_SUFFIX.** The suffix to add at the end of the URL	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
CI Impact Report	Opens the Related Change Request report in Dashboard. For details, see "Related Change Requests Report" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Complete Alert	Activates a URL call to the relevant SAP system and completes the selected SAP alert.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	➤ ALERTTIME
		➤ ALSYSID
		➤ MSG
		➤ szTargetHostName
		➤ MSEGNAME
		➤ ALINDEX
		➤ szTargetHostIP
		➤ ALERTDATE
		➤ ALUNIQNUM
		➤ SapConnId
Completed	Opens the Business Transaction Flow Map for completed instances of the selected business transaction. For details, see "Business Transaction Flow Map" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Dashboard Generic URL" on page 405	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ TX_NAME	➤ SCROLL
	➤ CMDB_NODE_ID	➤ HEIGHT
	➤ GRAPH_PROVIDER	➤ SLAVE_WIN
	➤ URL	➤ WIDTH
		➤ WIN_NAME
		➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Configuration Item Status Alerts	Opens the Configuration Item Status Alert report relevant to the CI. For details, see "Configuration Item Status Alerts Report" in *Alerts*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Console	Opens the Console tab in the Dashboard Application.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Switch Dashboard Tabs" on page 419
	Parameters:	**Parameters:**
	None.	➤ TAB_ID
Create New Business Service	Available in the Service Level Management application. It opens the Business Service CI wizard where you can create a new Business Service CI. For details, see "Business Service Wizard" in *Service Level Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Create New SLA from Business Service	Available in the Service Level Management application. It enables you to create a new SLA for the selected Business Service CI. It opens the Create Agreement wizard with the selected Business Service CI already attached. For details, see "Agreement Wizard" in *Service Level Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Cross-Performance	Opens the SiteScope Cross-Performance report relevant to the CI. For details, see "Cross-Performance Report" in *Using System Availability Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None.	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.	➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
	➤ **stepValue.** The time period used to calculate reports (every 5 minutes).	
	➤ **TARGET_HOST.** Where the properties of the target host are located.	
	➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.	
	➤ **MONITOR_TYPE.** The type of monitor.	
	➤ **PROFILE_NAME.** The name of the profile.	
	➤ **timeFrame.** The time frame during which the report runs.	
	➤ **URL.** The URL of the new window.	
	➤ **NODE_ID.** Converts to **nodeId**.	
	➤ **MONITOR_ID.** The ID of the monitor.	
	➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.	
	➤ **stepUnit.** The unit of **stepValue**.	

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Custom Map	Opens the Custom Map tab in Dashboard.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Switch Dashboard Tabs" on page 419 **Parameters:** ➤ TAB_ID
Customer	This context menu option is available in the Service Level Management application. It displays the customer defined for the selected service.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.
Delete Business Service	This context menu option is available in the Service Level Management application. It deleted the selected Business Service CI.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.
Delete CI	Opens a dialog box to confirm that you want to delete the relevant CI in IT Universe Manager.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Delete Folder	Opens the Delete Folder dialog box to enable you to delete the folder.	
	Pre-Processor Class: "View Manager (New Folder) Processor" on page 410 **Parameters:** ➤ URL	**Post-Processor Class:** "General View-manager Context Menu" on page 411 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ WIDTH ➤ RESIZE
Drilldown to Web Service Topology	This option is displayed only for Web Service CIs. It opens the Diagnostics Service Topology view for the selected Web Service CI.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.
Disable	Disables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Change the No Data Timeout Value for Transaction CIs – Optional" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None. **Parameters:** ➤ **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Drill to Diagnostics	Drills down in the Diagnostics application. For details, see the *HP Diagnostics* documentation.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Edit Business Service	Available in the Service Level Management application.	
	It opens the Business Service CI wizard in edit mode where you can edit the selected Business Service CI. For details, see "Business Service Wizard" in *Using Service Level Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Enable	Enables the KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Change the No Data Timeout Value for Transaction CIs – Optional" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **POSTPROCESS_OPERATION.** Indicates whether the post-process operation is to be run (**true**) or not (**false**).

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
End User Summary	Moves to the End User Summary Report in End User Management. The End User Summary report displays data for specific end-users that were configured for the Real User Monitor in System Availability Management. For details, see "End User Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ autoGenerate
		➤ application_id
		➤ filter.selectedcmdbidsfromOuter Application
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ isContainer
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Analysis (Event Monitor)	Opens the "Event Analysis Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None	➤ menu_item_url
		➤ autoGenerate
		➤ application_id
		➤ filter.selectedcmdbidsfromOuter Application
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ isContainer
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication
Event Count Over Time	Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Count Over Time (Application Error Monitor)	Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ filter.selectedApplicationErrors
		➤ filter.selectedcmdbidsfromOuter Application
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Count Over Time (HTTP Error Monitor)	Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ filter.selectedcmdbidsfromOuter Application
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Count Over Time (Information Event Monitor)	Moves to the Event Count Over Time Report in End User Management. The Event Count Over Time report displays data for all events, or sessions with events, in monitored applications that you configured in System Availability Management, broken down by time intervals. For details, see "Event Count Over Time Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ filter.selectedcmdbidsfromOuter Application
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Log Report	Moves to the Event Log report in End User Management. The Event Log report displays a log of the occurrences of a specific event type for a selected time frame. For details, see "Event Log" in *Using End User Management*.	
	Pre-Processor Class: None. **Parameters:** ➤ **autoGenerate.** This parameter must not be modified. ➤ **TARGET_LOGIC_APPLICATION.** This parameter must not be modified. ➤ **__UIF_FORM.** Internal. This parameter must not be modified. ➤ **TARGET_HOST.** Where the properties of the target host are located. ➤ **__UIF_APPLICATION.** Internal. This parameter must not be modified. ➤ **CI_TYPE.** This parameter must not be modified. ➤ **URL.** The URL of the new window. ➤ **_UIF_ACTION.** This parameter must not be modified. ➤ **_UIF_SOURCE.** This parameter must not be modified.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Summary	Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ filter.performance
		➤ autoGenerate
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ reportID
		➤ time_view
		➤ filter.applicationErrors

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Summary (Errors Monitor)	Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ filter.selectedcmdbidsfromOuter Application
		➤ autoGenerate
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Event Summary (Events Monitor)	Moves to the Event Summary report in End User Management. The Event Summary report displays a summary of events in monitored applications that you configured in System Availability Management. For details, see "Event Summary Report" in *Using End User Management*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Goto RUM Reports" on page 413 **Parameters:** ➤ menu_item_url ➤ application_id ➤ filter.selectedcmdbidsfromOuter Application ➤ autoGenerate ➤ filter.events ➤ filter.selectedApplication ➤ menu_item_id ➤ time_view ➤ reportID ➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication
Filter Subtree	Filters the subtree of the selected element according to the previously defined filter. For details about the Filters tab, see "Filters Page" in *Using Dashboard*. By default, appears under the Events shortcut menu.	
	Pre-Processor Class: "Prepare Parameters (Dashboard)" on page 409 **Parameters:** ➤ NODE_ID ➤ strutsAction ➤ viewType	**Post-Processor Class:** "Switch Dashboard Tabs With Parameters" on page 419 **Parameters:** ➤ TAB_ID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Filter Subtree Monitors	Displays only the CIs that have the monitor type – like the Show Monitors Only filter. For details about the Filters tab, see "Filters Page" in *Using Dashboard*.	
	Pre-Processor Class: "Prepare Parameters (Dashboard)" on page 409 **Parameters:** ➤ nodeType ➤ NODE_ID ➤ strutsAction ➤ viewType	**Post-Processor Class:** "Switch Dashboard Tabs With Parameters" on page 419 **Parameters:** ➤ TAB_ID
Filters	Opens the Filters tab in Dashboard or is used as a parent menu for other filter context menu items; for example, Filter Subtree Monitors. For details about the Filters tab, see "Filters Page" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Switch Dashboard Tabs" on page 419 **Parameters:** ➤ TAB_ID
Find Visible and Hidden Child CIs	Returns all of the visible and hidden child CIs of the selected CI that appear in the CMDB. For details, see "Find Visible and Hidden Child CIs Dialog Box" in *Using Dashboard*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ parentCmdbId ➤ URL ➤ NODE_ID	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Geographical Map	Opens the Geographical Map tab in Dashboard. For details about the Geographical Map tab, see "Geographical Map Page" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Switch Dashboard Tabs" on page 419 **Parameters:** ➤ TAB_ID
Go to BPI	Opens the HP Business Process Insight application. For details see the HP Business Process Insight documentation.	
	Pre-Processor Class: None. **Parameters:** ➤ **view.** Internal. This parameter must not be modified. ➤ **ProcessID.** Internal. This parameter must not be modified.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Go To Problem Isolation	Parent menu for redirections to other applications.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** ➤ menu_item_url ➤ application_id ➤ IS_POPUP ➤ problematicCI ➤ menu_item_id ➤ selectedActionId

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Go To Report	Parent menu for redirections to other applications.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Go To Siebel Diagnostics	Opens the options that enable you to open specific pages in the Business Availability Center for Siebel filtered by the selected CI. For details, see "Go to Siebel Diagnostics" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Go to TransactionVision	Opens a window in the HP TransactionVision application to display reports that provide you with breakdown information for the transaction at component level. For details, see "Business Transaction Management" in *Using Dashboard*. This context menu item is available only if HP TransactionVision has been installed.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Open Window" on page 417
	Parameters:	**Parameters:**
	None.	➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
HP ServiceCenter	A context menu option available from Business Service CIs or EMS Monitor CIs under Business Service CIs, to open the HP ServiceCenter application.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
In-Process	Opens the Business Transaction Flow Map for in-process instances of the selected business transaction. For details, see "Business Transaction Flow Map" in *Using Dashboard*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ TX_NAME ➤ CMDB_NODE_ID ➤ GRAPH_PROVIDER ➤ URL	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
KPI Data Over Time	The main menu option that lists the Enable/Disable options for a KPI attached to a CI in the KPI tab in Dashboard Administration. For details, see "Change the No Data Timeout Value for Transaction CIs – Optional" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
KPIs Over Time	Opens the KPI over Time report relevant to the CI. For details, see "KPIs Over Time Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Load View	Internal.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **application_id.** The ID of the application to be used when opening Diagnostics.
		➤ **drill_to.** Internal. This parameter must not be modified.
		➤ **drill_from.** The ID of the application you are drilling from.
		➤ **probe_group_name.** The name of the probe to be used when opening Diagnostics.
		➤ **server_name.** The name of the server to be used when opening Diagnostics.
Locate CI in SLA	Displays the Search pane where you can specify the CI you want to locate in SLA. For details about the search feature, see "Search for CIs in Search Mode" in *Model Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Locate CI in View	Displays the Search pane where you can specify the CI you want to locate. For details about the search feature, see "Search for CIs in Search Mode" in *Model Management.*	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Netscout Drill Down	Enables you to access the Netscout application.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Netscout URL" on page 409	"Open Window" on page 417
	Parameters:	**Parameters:**
	None.	➤ SCROLL
		➤ HEIGHT
		➤ SLAVE_WIN
		➤ WIDTH
		➤ WIN_NAME
		➤ RESIZE
New Folder	Opens the Create Folder dialog box to enable you to create a new folder. For details, see "View Manager Window" in *Model Management.*	
	Pre-Processor Class:	**Post-Processor Class:**
	"View Manager (New Folder) Processor" on page 410	"General View-manager Context Menu" on page 411
	Parameters:	**Parameters:**
	➤ URL	➤ SCROLL
		➤ HEIGHT
		➤ WIDTH
		➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Operations Health	Moves to the Operations Health report in HP Business Availability Center for SOA application. For details, see "Health Report" in *Solutions and Integrations*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ menu_item_id
		➤ reportID
		➤ filter.fromDashboard
		➤ filter.selectedCIsType

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
OVO Drill Down	Enables you to access the HP OVO application. For limitations, see "OVO Drill Down Event" on page 323.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **OVO Server.** The name of the OVO Server.
		➤ **SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
		➤ **HEIGHT.** The opened window height, in pixels.
		➤ **SLAVE_WIN.** If set to **1** it checks that the window closes when the application is closed.
		➤ **OVO User.** The user name used to access the OVO application.
		➤ **WIDTH.** The opened window width, in pixels.
		➤ **WIN_NAME.** Specifies the window name
		➤ **RESIZE**. If set to 1, the window can be resized. If set to 0, the window cannot be resized.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Page Summary	Moves to the Page Summary report in End User Management. The Page Summary report displays data for specific Web pages that were configured for the Real User Monitor in System Availability Management. For details, see "Page Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ autoGenerate
		➤ application_id
		➤ filter.selectedcmdbidsfromOuter Application
		➤ selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID
		➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Pages Layers View	Moves to the Page Layers View report in the HP Diagnostics application. For details, see the HP Diagnostics documentation.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.
		➤ **application_id.** The ID of the application to be used when opening Diagnostics.
		➤ **drill_to.** Internal. This parameter must not be modified.
		➤ **action.** Internal.
		➤ **app_url.** Internal.
		➤ **drill_from.** The ID of the application you are drilling from.
		➤ **type.** Defines the type.
		➤ **app_context.** Internal.
		➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Probe Group Summary	Moves to HP Diagnostics reports. For details, see *HP Diagnostics User's Guide*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None. **Parameters:** ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **drill_to.** Internal. This parameter must not be modified. ➤ **drill_from.** The ID of the application you are drilling from. ➤ **probe_group_name.** The name of the probe group to be used when opening Diagnostics.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Probe Summary	Moves to HP Diagnostics reports. For details, see *HP Diagnostics User's Guide*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **drill_to.** Internal. This parameter must not be modified. ➤ **drill_from.** The ID of the application you are drilling from. ➤ **probe_name.** The name of the probe to be used when opening Diagnostics. ➤ **server_name.** The name of the server to be used when opening Diagnostics.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Problem Isolation	Opens the Problem Isolation application. For details, see *Using Problem Isolation*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None.	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ **Severity.** The severity of the problem.	➤ SCROLL
	➤ **CMDB_NODE_ID.** The node ID of the object. This parameter must not be modified.	➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH
	➤ **PROTOCOL.** Defines the protocol to access the URL of the HP Universal CMDB server. By default, it is the protocol used to access the HP Business Availability Center DPS machine. When working with an external uCMDB, the parameter defines the protocol used to access the URL of the machine on which the external uCMDB is installed.	➤ WIN_NAME ➤ RESIZE
	➤ **category.** Internal. This parameter must not be modified.	
	➤ **reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab.	
	➤ **URL_SUFFIX.** By default, the suffix of the URL used to access the HP Business Availability Center DPS machine. When working with an external Universal CMDB, it is the suffix of the URL used to access the machine on which the external Universal CMDB is installed.	

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Properties	Opens the Properties dialog box relevant to the CI. For details, see "Working with CIs" in *Model Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Show Properties in VT" on page 410	"Open the Properties Page From the View Traverse" on page 416
	Parameters:	**Parameters:**
	➤ URL	➤ SCROLL
		➤ HEIGHT
		➤ SLAVE_WIN
		➤ WIDTH
		➤ RESIZE
Provider	This context menu option is available in the Service Level Management application. It displays the provider of the selected service.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Related Change Requests	Opens the Related Change Requests report. For details, see "Related Change Requests Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Rename Folder	Opens the Rename Folder dialog box to enable you to rename the folder.	
	Pre-Processor Class:	**Post-Processor Class:**
	"View Manager (New Folder) Processor" on page 410	"General View-manager Context Menu" on page 411
	Parameters:	**Parameters:**
	➤ URL	➤ SCROLL
		➤ HEIGHT
		➤ WIDTH
		➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
SAP Transaction Changes Report	Opens the SAP Transaction Changes report that tracks changes made to a SAP Transaction CI when a transport was modified. For details, see "SAP Transaction Changes Report" in *Solutions and Integrations*.	
	Pre-Processor Class: None. **Parameters:** ➤ **reportName.** The name of the report. Internal. This parameter must not be modified. ➤ **PASSWORD.** The password of the user used by HP Universal CMDB server administrator. By default, it is the password to the HP Business Availability Center DPS machine. When working with an external uCMDB, the parameter defines the password used to access the URL of the machine on which the external uCMDB is installed. ➤ **USERNAME.** The user used by HP Universal CMDB server administrator. ➤ **PROTOCOL.** Defines the URL of the HP Universal CMDB server. ➤ **PORT.** Defines the port of the HP Universal CMDB server. ➤ **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB server. By default, it is the suffix of the URL used to access the HP Business Availability Center DPS machine. When working with an external uCMDB, the parameter defines the suffix of the URL used to access tthe machine on which the external uCMDB is installed.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
SAP Transport Changes	Opens the SAP Transport Changes report that track changes made to the properties of a SAP Transport CI. For details, see "SAP Transport Changes Report" in *Solutions and Integrations*.	
	Pre-Processor Class: None. **Parameters:** ➤ **reportName.** The name of the report. Internal. This parameter must not be modified. ➤ **PASSWORD.** The password of the user used by HP Universal CMDB server administrator. By default, it is the password to the HP Business Availability Center DPS machine. When working with an external uCMDB, the parameter defines the password used to access the URL of the machine on which the external uCMDB is installed. ➤ **USERNAME.** The user used by HP Universal CMDB server administrator. ➤ **PROTOCOL.** Defines the URL of the HP Universal CMDB server. ➤ **PORT.** Defines the port of the HP Universal CMDB server. ➤ **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB server. By default, it is the suffix of the URL used to access the HP Business Availability Center DPS machine. When working with an external uCMDB, the parameter defines the suffix of the URL used to access tthe machine on which the external uCMDB is installed.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Server Requests	The option opens the Server Requests View in the HP Diagnostics application with the URL(s) that correspond to the Real User Monitor Business Process Step CIs selected.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **actionProcessorClass.** Internal. This parameter must not be modified.
		➤ **application_id.** The ID of the application to be used when opening Diagnostics.
		➤ **drill_to.** Internal. This parameter must not be modified.
		➤ **action.** Internal. This parameter must not be modified.
		➤ **app_url.** Internal.
		➤ **drill_from.** The ID of the application you are drilling from.
		➤ **type.** Defines the type.
		➤ **app_context.** Internal.
		➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Server Summary	Moves to the Server Summary report in End User Management. The Server Summary report displays data for the servers that are monitored by the Real User Monitor probe. For details, see "Server Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ autoGenerate
		➤ application_id
		➤ filter.server FilterBean.serverName WildCard
		➤ time_view
		➤ reportID
		➤ menu_item_id
		➤ reportID
Session Analyzer	Moves to the Session Analyzer report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the **Past Hour** time period. The Session Analyzer report displays session data for specific applications that were configured for the Real User Monitor in System Availability Management. For details, see "Session Analyzer Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto RUM Reports" on page 413
	Parameters:	**Parameters:**
	None.	➤ menu_item_url
		➤ application_id
		➤ autoGenerate
		➤ filter.selectedApplication
		➤ menu_item_id
		➤ time_view
		➤ reportID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Set/Unset Acknowledgement	Moves to the Top View tab with the Set/Unset Acknowledgment option selected for the CI in the Dashboard application. For details, see "Acknowledge Performance Problems" in *Using Dashboard*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ ack.cmdbObjectID ➤ ack.ackID ➤ ack.closeDialog ➤ URL	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Show Complete Subtree	Moves to the Events tab and displays all CIs (subgroups and monitor CIs) that fall in the branches under this CI.	
	Pre-Processor Class: "Prepare Parameters (Dashboard)" on page 409 **Parameters:** ➤ NODE_ID ➤ strutsAction ➤ selectFilterID ➤ viewType	**Post-Processor Class:** "Switch Dashboard Tabs With Parameters" on page 419 **Parameters:** ➤ TAB_ID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Events	Activates a popup window that lists the events. Select the appropriate event and click the **Show events** button to clear the event from the Dashboard of HP Business Availability Center. A **clear event** is then published on the bus.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	➤ **SCROLL.** If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.
		➤ **HEIGHT.** The opened window height, in pixels.
		➤ **SLAVE_WIN.** If set to **1** it checks that the window closes when the application is closed.
		➤ **Base URL.** The location of file: **/<HP_BAC_web_application_context_name (usually topaz)>/jsps/dash/ClearEventContextMenu.jsp**
		➤ **WIDTH.** The opened window width, in pixels.
		➤ **WIN_NAME.** Specifies the window name.
		➤ **RESIZE.** If set to 1, the window can be resized. If set to 0, the window cannot be resized.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Impact	Display the impact of a root cause object by displaying all of the objects that are affected by it in a separate window. For details, see "Troubleshooting and Limitations" in *Solutions and Integrations*.	
	Pre-Processor Class: None.	**Post-Processor Class:** "Open Window" on page 417
	Parameters: ➤ **CMDB_NODE_ID.** The node Id of the object. Internal. This parameter must not be modified. ➤ **Severity.** The severity of the root cause object. ➤ **PROTOCOL.** Defines the URL of the HP Universal CMDB server. ➤ **category.** Specifies the report. This parameter must not be modified. ➤ **reportType.** Defines which of the results to take from the PNR KPI that relays in the SLM tab. ➤ **URL_SUFFIX.** The suffix of the URL of the HP Universal CMDB server.	**Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Show in Top View	Parent menu. Opens Dashboard Top View tab with the view's tree centered on the selected CI. For more details, see "Top View Page" in *Using Dashboard*.	
	Pre-Processor Class: "Prepare Parameters (Dashboard)" on page 409	**Post-Processor Class:** "Switch Dashboard Tabs" on page 419
	Parameters: ➤ NODE_ID	**Parameters:** ➤ TAB_ID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Path to Root	Moves to the Top View tab with the Show Path to Root option selected for the CI in the Dashboard application. For details, see "Top View Menu Options" in *Using Dashboard*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ targetNodeIds ➤ URL ➤ isFullScreen ➤ filterId	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Show Problematic Subtree	Moves to the Top View tab with the Expand to Problem option selected for the CI in the Dashboard application. For details, see "Top View Menu Options" in *Using Dashboard*.	
	Pre-Processor Class: None. **Parameters:** ➤ **targetNodeIds.** The ID of the target node. ➤ **URL.** The URL of the new window. ➤ **isFullScreen.** Opens a popup window with the path to root. This parameter must not be modified. ➤ **filterId.** The ID of the filter. Internal. This parameter must not be modified.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Processes	Opens the Siebel Process Diagnostics Tool. For details, see "Processes Tool - Advanced Filter Dialog Box" in *Solutions and Integrations*.	
	Pre-Processor Class:	**Post-Processor Class:**
	"Dashboard Generic URL" on page 405	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ CMDB_NODE_ID	➤ SCROLL
	➤ URL	➤ HEIGHT
	➤ COMMAND	➤ SLAVE_WIN
		➤ WIDTH
		➤ WIN_NAME
		➤ RESIZE
Show Related CIs	Opens the Related CIs tab, in IT Universe Manager. For details, see "Browse Mode" in *Model Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.
Show Related RFCs	Opens the Related Change Requests Report, which enables you to view the impact of planned IT changes which have been submitted to the service desk. For details, see "Related Change Requests Report" in *Using Dashboard*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Running Tasks	Opens the Task Diagnostics Tool view. For details, see "Tasks Diagnostics Tool Report" in *Solutions and Integrations*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ CMDB_NODE_ID ➤ URL ➤ COMMAND	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
Show Service Impact	Display the impact of a root cause service by displaying all of the services that are affected by it in a separate window.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ CiID ➤ URL	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Show Subtree Monitors	Opens the Events tab and displays only the CIs with the monitor type, their children CIs and the KPIs attached to those CIs, filtered using the Show Monitors Only filter. For details, see "Filters Page" in *Using Dashboard*.	
	Pre-Processor Class: "Prepare Parameters (Dashboard)" on page 409 **Parameters:** ➤ NODE_ID ➤ strutsAction ➤ selectFilterID ➤ viewType	**Post-Processor Class:** "Switch Dashboard Tabs With Parameters" on page 419 **Parameters:** ➤ TAB_ID
Show Tasks in Error	Opens the Siebel Task Diagnostics Tool view. For details, see "Tasks Diagnostics Tool Report" in *Solutions and Integrations*.	
	Pre-Processor Class: "Dashboard Generic URL" on page 405 **Parameters:** ➤ CMDB_NODE_ID ➤ URL ➤ COMMAND	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Siebel Cross-Performance	Opens the SiteScope Cross-Performance report for Siebel-specific entities. For details, see "Group Performance Report" in *Using System Availability Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None.	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.	➤ SCROLL
		➤ HEIGHT
	➤ **stepValue.** The time period used to calculate reports (every 5 minutes).	➤ SLAVE_WIN
		➤ WIDTH
	➤ **TARGET_HOST.** Where the properties of the target host are located.	➤ WIN_NAME
		➤ RESIZE
	➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.	
	➤ **MONITOR_TYPE.** The type of monitor.	
	➤ **PROFILE_NAME.** The name of the profile.	
	➤ **timeFrame.** The time frame during which the report runs.	
	➤ **URL.** The URL of the new window.	
	➤ **MONITOR_ID.**The ID of the monitor.	
	➤ **NODE_ID.** Converts to **nodeId**.	
	➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.	
	➤ **stepUnit.** The unit of **stepValue**.	

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters
Siebel Database Breakdown	Opens the Database Breakdown tab in the Business Availability Center for Siebel application. For details, see "Siebel Database Breakdown Configuration Report" in *Solutions and Integrations*.

	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified. ➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified. ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified. ➤ **menu_item_id.** The ID of the menu item. ➤ **__sieb_mode.** The Siebel mode. ➤ **actionForward.** Internal.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters
Siebel SARM	Opens the SARM - User Trace Breakdown tab in the Business Availability Center for Siebel application. For details, see "Siebel Views" in *Solutions and Integrations*.

Pre-Processor Class:	**Post-Processor Class:**
None	None.
Parameters:	**Parameters:**
None.	➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.
	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.
	➤ **application_id.** The ID of the application to be used when opening Diagnostics.
	➤ **CMDB_NODE_ID.** Internal. This parameter must not be modified.
	➤ **menu_item_id.** The ID of the menu item.
	➤ **__sieb_mode.** The Siebel mode.
	➤ **actionForward.** Internal.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
SiteScope	Displays the relevant SiteScope Web page for this CI in a new SiteScope browser window, enabling you to view more detailed SiteScope parameters and measurements. See the SiteScope documentation for directions on using SiteScope.	
	By default, appears under the **Goto Report** shortcut menu.	
	Note: By default, Dashboard accesses the SiteScope machine using the machine host name. If you want access through IP, edit the **SiteScope** context menu item, by changing the value for the pre-processor parameter **HOST_BY** from **NAME** to **IP**.	
	Pre-Processor Class: "Goto SiteScope" on page 408 **Parameters:** ➤ ROOT_PATH ➤ PROFILE_ID ➤ POST_FIX ➤ GROUP_NODE_NAME ➤ HOST_BY ➤ ROOT_POSTFIX ➤ PATH	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
SiteScope Quick Report	Available for SiteScope Group and SiteScope Monitor CIs. Opens the SiteScope Quick Report. For details, see "Quick Report" in *Using System Availability Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Open Window" on page 417
	Parameters:	**Parameters:**
	➤ **ROOT_PATH.** The root path to SiteScope.	➤ SCROLL
	➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.	➤ HEIGHT
		➤ SLAVE_WIN
	➤ **POST_FIX.** The post fix expression to be added to the all URLs.	➤ WIDTH
		➤ WIN_NAME
	➤ **ROOT_CLASS.** The name of the root class.	➤ RESIZE
	➤ **GROUP_NODE_NAME.** The CIs group in SiteScope.	
	➤ **HOST_BY.** The SiteScope host.	
	➤ **MONITOR_ID.** The ID of the monitor.	
	➤ **ROOT_POSTFIX.** The SiteScope root.html document.	
	➤ **PATH.** The path that includes all of the SiteScope groups.	

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
SiteScope Server Centric Report	Available for Windows Resource Monitor and Unix Resource Monitor CIs under specific conditions described in the report description. Opens the Server Centric Report. For details, see "Server-Centric Report" in *Using System Availability Management*.	
	Pre-Processor Class: None **Parameters:** ➤ **TARGET_HOST.** Where the properties of the target host are located. ➤ **MONITOR_TYPE.** The type of monitor. ➤ **HOST_BY.** The SiteScope host. ➤ **MONITOR_ID.** The ID of the monitor.	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE
SLAs Summary Report	Internal.	
	Pre-Processor Class: None **Parameters:** None.	**Class:** None **Parameters:** None.
Systinet Web Service Data	Opens the HP SOA Systinet application for the Web Service. For details, see HP SOA Systinet documentation.	
	Pre-Processor Class: None.	**Post-Processor Class:** None.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
TCP Application Summary	Opens the TCP Application Summary report and displays data about TCP Applications. For details about the report, see "TCP Application Summary Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified.
		➤ **application_id.** The ID of the application to be used when opening Diagnostics.
		➤ **filter.selectedApplications.** The application the CI belongs to.
		➤ **autoGenerate.** Internal. This parameter must not be modified.
		➤ **enabled_when.** Use:
		➤ **tcp_app** to enable the context menu itemonly in the TCP application.
		➤ **web_app** to enable the context menu item only for Web applications.
		➤ **menu_item_id.** The ID of the menu item.
		➤ **time_view.** Internal. This parameter must not be modified.
		➤ **reportID.** The ID number of the report.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Top View	Moves to the Top View tab for the CI in the Dashboard application. For details, see "Top View Page" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None **Parameters:** None.
Topology Map	Opens the Topology Map tab in Dashboard. For details, see "Topology Map Page" in *Using Dashboard*.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Switch Dashboard Tabs" on page 419 **Parameters:** ➤ TAB_ID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transaction Analysis	Moves to the Transaction Analysis report in End User Management filtered on the selected transaction (or child transactions in the case of a transaction group entity) and the **Past Hour** time period. The Transaction Analysis report provides an in-depth picture of the performance of transactions. For details, see "Transaction Analysis Report" in *Using End User Management*. By default, appears under the **Go to Report** shortcut menu.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** None. **Parameters:** ➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified. ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **stepValue.** The time period used to calculate reports (every 5 minutes). ➤ **timeFrame.** The time frame during which the report runs. ➤ **REQUEST_TYPE.** Internal. This parameter must not be modified. ➤ **menu_item_id.** The ID of the menu item. ➤ **MEASUREMENT_1_ID_PREFIX.** Internal. Used to control if the report is filtered by location or by transaction for Business Process Monitor CIs. ➤ **actionForward.** The name of the menu to go to. This parameter must not be modified. ➤ **stepUnit.** The unit of **stepValue**.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transaction Analysis (continued)		➤ **MEASUREMENT_0_ID_PREFIX.** Internal. Used to control if the report is filtered by location or by transaction for SiteScope CIs
		➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified.
		➤ **clearFilters.** Internal.
		➤ **PROFILE_ID.** The SiteScope profile to be used when opening SiteScope.
		➤ **autoUpdatePastTime.** Internal. This parameter must not be modified.
		➤ **MAX_MEASUREMENT_NUM.** Maximum limit of measurements to filter in both SiteScope and Business Process Monitor. Since this menu can be applied also to for any CI that includes measurements in its subtree, then the filtered measurements are counted first. If the maximum has not been reached then the other CIs are counted until MAX_MEASUREMENT_NUM is reached

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transaction Analysis (continued)		➤ **DIMENSION_ID_PREFIX.** Internal. Controls if the report is filtered by location or by transaction (see MEASUREMENT_1_ID_PREFIX). ➤ **REPORT_NAME.** Specifies to which report to drill down from End User Management (not just from Transaction Analysis). This is the internal name of the EUM reports. It is supported only for legacy reports. For details, see for details, see "Customizing Reports" in *Reports*. ➤ **REPORT_NAME.** The name of the report.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transaction Summary	Moves to the Transaction Summary Reports area for that CI in the End User Management User Reports application. The Transaction Summary report displays data for specific transactions that were configured for the Real User Monitor in System Availability Management. For details, see "Transaction Summary Report" in *Using End User Management*. By default, appears under the **Go to Report** shortcut menu.	
	Pre-Processor Class: None **Parameters:** None.	**Post-Processor Class:** "Goto RUM Reports" on page 413 **Parameters:** ➤ menu_item_url ➤ autoGenerate ➤ monitorName ➤ application_id ➤ filter.selectedcmdbidsfromOuter Application ➤ filter.selectedApplication ➤ time_view ➤ menu_item_id ➤ reportID ➤ filter.vttTree Type4Thecmdbidsfrom OuterApplication

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transactions Layers View	Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted. For more information about Diagnostics, see the HP Diagnostics documentation.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified. ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **drill_to.** Internal. This parameter must not be modified. ➤ **action.** Internal. This parameter must not be modified. ➤ **app_url.** Internal. ➤ **drill_from.** The ID of the application you are drilling from. ➤ **type.** Defines the type. ➤ **app_context.** Internal. ➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Transactions View	Opens the Transactions view that displays performance metrics for the transactions that are being executed by your applications. The transaction that corresponds to the selected Business Process Step CI is highlighted. For more information about Diagnostics, see the HP Diagnostics documentation.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None.
	Parameters:	**Parameters:**
	None.	➤ **actionProcessorClass.** The process to run to gather the parameters. This parameter must not be modified. ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **drill_to.** Internal. This parameter must not be modified. ➤ **action.** Internal. This parameter must not be modified. ➤ **app_url.** Internal. ➤ **drill_from.** The ID of the application you are drilling from. ➤ **type.** Defines the type. ➤ **app_context.** Internal. ➤ **actionForward.** The name of the menu to go to. This parameter must not be modified.

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Trend	Moves to the Trend Reports area for that CI in the End User Management User Reports application. The Trend Report Wizard generates a trend report that provides a graphical representation of measurement data over a specific time period. For details, see "Trend Reports" in *Reports*. By default, appears under the **Go to Report** shortcut menu.	
	Pre-Processor Class: "Goto Trend Report" on page 407 **Parameters:** ➤ actionProcessorClass ➤ PROFILE_ID ➤ URL ➤ REQUEST_TYPE ➤ NODE_ID ➤ MEASUREMENT_1_ID_ PREFIX ➤ MAX_MEASUREMENT_NUM ➤ actionForward ➤ REPORT_NAME ➤ DIMENSION_ID_PREFIX ➤ MEASUREMENT_0_ID_ PREFIX	**Post-Processor Class:** "Open Window" on page 417 **Parameters:** ➤ SCROLL ➤ HEIGHT ➤ SLAVE_WIN ➤ WIDTH ➤ WIN_NAME ➤ RESIZE

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Triage	Moves to the Triage Reports area for that CI in the End User Management User Reports application. The Triage report displays transaction data for Business Process Monitor, and Real User Monitor profiles for the past day. The data is organized by location. For details, see "Triage Report" in *Using End User Management*. By default, appears under the **Go to Report** shortcut menu.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto Triage Reports" on page 412
	Parameters:	**Parameters:**
	None.	➤ menu_item_url ➤ application_id ➤ menu_item_id ➤ reportID
Triage Raw Data	Opens the Triage Raw Data report. For details about the report, see "Triage Raw Data Report" in *Using End User Management*.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	"Goto Triage Reports" on page 412
	Parameters:	**Parameters:**
	None.	➤ menu_item_url ➤ application_id ➤ menu_item_id ➤ reportID

Context Menu Item	Description, Pre-Processor Class and Its Parameters, and Post-Processor Class and Its Parameters	
Web Service Health	Moves to the Health Report of the CI in the Business Availability Center for SOA application. For details, see "Health Report" in *Solutions and Integrations*. By default, appears under the **Go to Report** shortcut menu.	
	Pre-Processor Class:	**Post-Processor Class:**
	None	None
	Parameters:	**Parameters:**
	None.	➤ **menu_item_url.** The location where the parameters are calculated. This parameter must not be modified. ➤ **application_id.** The ID of the application to be used when opening Diagnostics. ➤ **autoGenerate.** Internal. This parameter must not be modified. ➤ **VT_NODES_SYMBOL_IDS_KEY.** The symbol ID of the CI, to which the context menu item is attached, in the view. ➤ **menu_item_id.** The ID of the menu item. ➤ **report_ID.** The ID of the report that is opened by the context menu item. ➤ **filter.fromDashboard.** Used to add a dynamic value to the URL. ➤ **filter.selectedCIsType.** Internal. This parameter must not be modified.

🔍 List of Pre-Processor Classes

Pre-processor classes are build to correspond to specific menus. In addition, a pre-processor class specifies the action(s) that are performed before accessing the database.

This section includes the following topics:

➤ "Dashboard Generic URL" on page 405

➤ "Goto Trend Report" on page 407

➤ "Goto SiteScope" on page 408

➤ "ITU Internal (Open Modal Window)" on page 409

➤ "Prepare Parameters (Dashboard)" on page 409

➤ "Show Properties in VT" on page 410

➤ "View Manager (New Folder) Processor" on page 410

Dashboard Generic URL

Builds a generic URL using the following parameters (context menu items might use a subset of the listed parameters):

Parameter	Definition
ack.ackID	The location of the acknowledgment ID.
ack.closeDialog	Internal. This parameter must not be modified.
ack.cmdbObjectID	The location of the CMDB object ID.
autoGenerate	Internal parameter.
COMMAND	Internal parameter.
CMDB_NODE_ID	Internal. This parameter must not be modified.
CiID	Internal. This parameter must not be modified.
DATA_MODEL_SET_ TO_VALUE	Internal parameter.
filter.fromDashboard	Used to add a dynamic value to the URL.

Parameter	Definition
filterId	The ID of the filter. Internal. This parameter must not be modified.
filter.selectedVTIds	Used to add a dynamic value to the URL.
filter.timeBarBean.view	Internal.
FROM_DASHBOARD	Internal parameter.
GRAPH_PROVIDER	Internal.
isFullScreen	Opens a popup window with the path to root. This parameter must not be modified.
LoginBtn	Internal. This parameter must not be modified.
LoginName	The name of the user used to login the Deep Transaction Tracking application.
loginURL	The URL of the Deep Transaction Tracking application.
NODE_ID	Converts to **nodeId**.
parentCmdbId	Internal.
Password	The password used to login to the Deep Transaction Tracking application.
pm.CMDBObjectID	Internal.
pm.VTObjectID	Internal.
popUp	Internal. This parameter must not be modified.
reportID	The ID number of the report.
REPORT_ID	Internal parameter.
selectedTxnClasses	Internal.
SELECTED_MEASUREMENTS1	Internal parameter.

Parameter	Definition
SELECTED_MEASUREM ENTS2	Internal parameter.
TX_NAME	Internal.
targetNodeIds	The ID of the target node.
URL	The URL of the new window.

Goto Trend Report

Context menu processor that deals with the Trend report drill down functions. It uses the following parameters (context menu items might use a subset of the listed parameters).

Parameter	Description
actionProcessorClass	Internal. This parameter must not be modified.
PROFILE_ID	Internal. This parameter must not be modified.
URL	The URL of the new window.
REQUEST_TYPE	Internal. This parameter must not be modified.
NODE_ID	Converts to **nodeId**.
MEASUREMENT_1_ID_ PREFIX	Internal. Used to control if the report is filtered by location or by transaction for Business Process Monitor CIs.
MAX_MEASUREMENT_ NUM	Maximum limit of measurements to filter in both SiteScope and Business Process Monitor.
actionForward	Internal. This parameter must not be modified.
REPORT_NAME	Internal. This parameter must not be modified.

Parameter	Description
DIMENSION_ID_PREFIX	Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.
MEASUREMENT_0_ID_ PREFIX	Internal. Specifies to which report to drill down in the Trend report not from the Availability and Response Time of Business Process Monitor but for other KPIs, such as Download Time or DNS Time.

Goto SiteScope

Opens the SiteScope Application using the following parameters (context menu items might use a subset of the listed parameters):

Parameter	Description
GROUP_NODE_NAME	The CIs group in SiteScope.
HOST_BY	The SiteScope host.
PATH	The path that includes all of the SiteScope groups.
POST_FIX	The post fix expression to be added to the all URLs.
PROFILE_ID	The SiteScope profile to be used when opening SiteScope.
ROOT_PATH	The root path to SiteScope.
ROOT_POSTFIX	The SiteScope root.html document.

ITU Internal (Open Modal Window)

ITU represents the View manager tab in the CMDB application. The class deals with the View Manager tab. The parameter is:

Parameter	Description
IURL	The URL of the HP Business Availability Center machine.

Netscout URL

Deals with Netscout URL. The class does not use parameters.

Prepare Parameters (Dashboard)

Prepares parameters, in JavaScript. Those parameters are used by Dashboard. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
NODE_ID	Converts to **nodeId**.
nodeType	This parameter must not be modified.
selectFilterID	Dynamic parameter used by the class.
strutsAction	Dynamic parameter used by the class.
viewType	Dynamic parameter used by the class.

Show Properties in VT

When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed. The parameter is:

Parameter	Description
URL	The URL of the new window.

View Manager (New Folder) Processor

Deals with the View Manager tab. The parameter is:

Parameter	Description
URL	The URL of the new window.

List of Post-Processor Classes

Post-processor classes are build to correspond to specific menus. In addition, a post-processor class specifies the actions that are performed after accessing the database.

This section includes the following topics:

Edit View (ITU)

Context menu processor that deals with the View Manager tab in the CMDB application. The parameter is:

Parameter	Description
PERMISSION_TYPE	Internal. This parameter must not be modified.

General View-manager Context Menu

Context menu processor that deals with the View Manager tab in the CMDB application. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
WIDTH	The opened window width, in pixels.

Goto KPIs Over Time Report

Context menu processor that deals with opening the KPIs Over Time report.

Goto Trend Report

Context menu processor that deals with the Trend report drill down functions. This class does not have parameters.

Goto Triage Reports

Context menu processor that deals with opening the Triage report. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
filter.selectedProfileId	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
reportID	The ID number of the report.

Goto RUM Event Analysis Reports

Context menu processor that deals with opening the RUM Event Analysis report. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
autoGenerate	Internal parameter of the RUM Event Analysis report.
filter.performance	Internal. This parameter must not be modified.
filter.selectedApplication	Internal. This parameter must not be modified.

Parameter	Description
filter.timeBarBean.view	Internal. This parameter must not be modified.
popUp	Internal. This parameter must not be modified.
reportID	The ID number of the report.
selectedEventId	Internal. This parameter must not be modified.
URL	Internal. This parameter must not be modified.

Goto RUM Reports

Context menu processor that deals with opening the Real User Monitor report. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
autoGenerate	Internal parameter of the Raw Data Over Time report.
filter.applicationErrors	Internal. This parameter must not be modified.
filter.events	Internal. This parameter must not be modified.
filter.httpErrors	Internal. This parameter must not be modified.
filter.performance	Internal. This parameter must not be modified.
filter.httpErrors	Internal. This parameter must not be modified.
filter.selectedApplication	Internal. This parameter must not be modified.
filter.selectedApplication Errors	Internal. This parameter must not be modified.
filter.selectedcmdbidsfro mOuter Application	Internal. This parameter must not be modified.

Parameter	Description
filter.server FilterBean.serverName WildCard	Internal. This parameter must not be modified.
filter.vttTree Type4Thecmdbidsfrom OuterApplication	Internal. This parameter must not be modified.
filter.selectedEvents	Internal. This parameter must not be modified.
filter.selectedHttpErrors	Internal. This parameter must not be modified.
isContainer	Internal. This parameter must not be modified.
IS_POPUP	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
monitorName	Internal. This parameter must not be modified.
problematicCI	Internal.
reportID	The ID number of the report.
reportType	Defines which of the results to take from the PNR KPI that relays in the SLM tab.
selectedApplication	Internal. This parameter must not be modified.
selectedActionId	Internal. This parameter must not be modified.
selectedTab	Internal. This parameter must not be modified.
time_view	Internal. This parameter must not be modified.
__UIF_FORM	Internal. This parameter must not be modified.
__UIF_APPLICATION	Internal. This parameter must not be modified.

Goto SOA Health Reports

Context menu processor that deals with opening the HP Business
Availability Center for SOA reports. Context menu items might use a subset
of the listed parameters. The parameters are:

Parameter	Description
application_id	The ID of the application to be used when opening Diagnostics.
autoGenerate	Internal parameter of the Raw Data Over Time report.
filter.fromDashboard	Internal. This parameter must not be modified.
menu_item_id	The ID of the menu item.
menu_item_url	The location where the parameters are calculated. This parameter must not be modified.
reportID	The ID number of the report.
VT_NODES_ SYMBOL_IDS_KEY	Internal. The symbol ID of the CI, to which the context menu item is attached, in the view.
filter.selectedCIsType	Internal.

ITU Internal (Open Modal Window)

Context menu processor that deals with the View Manager tab in the CMDB
application. Context menu items might use a subset of the listed
parameters. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
PARAM0	This parameter is for internal use only. This parameter must not be modified.

Parameter	Description
PARAM1	This parameter is for internal use only. This parameter must not be modified.
PARAM2	This parameter is for internal use only. This parameter must not be modified.
PARAM3	This parameter is for internal use only. This parameter must not be modified.
PARAM4	This parameter is for internal use only. This parameter must not be modified.
PERMISSION_TYPE	Internal. This parameter must not be modified.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
WIDTH	The opened window width, in pixels.

Locate Search Result Elements in the View Traverse

Context menu processor that deals with the search capability in View Explorer. This class does not have parameters.

Open the Properties Page From the View Traverse

When you select the Properties option in the View Explorer context menu, the Properties dialog box of the selected CI is displayed. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

Parameter	Description
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to **0**, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1**, it checks that the window closes when the application is closed.
WIDTH	The opened window width, in pixels.

Open Window

General post processor to open a request in a new window, rather than in the application frame. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
ALERTDATE	The date when the selected SAP alert occurred.
ALERTTIME	The time of the selected SAP alert.
ALINDEX	The internal handle for the SAP alert.
ALSYSID	The SAP system which the alert came from.
ALUNIQNUM	The Id number of the SAP alert, as appears on the SAP system.
HEIGHT	The opened window height, in pixels.
MSEGNAME	Contains the type of the monitor and connection parameters (for example: SAP_CCMS_calderone_MI6_00).
MSG	The name of the SAP alert.
RESIZE	If set to 1, the window can be resized. If set to 0, the window cannot be resized.

Parameter	Description
SapConnId	Uses the following syntax: <host name>:<user name> to connect to a specific SiteScope monitor to retrieve the SAP alert. host name is the name of the host that contains the R3 server where the SAP alert originated. user name is the name of the user used to access the server to which the SiteScope monitor is connected.
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
szTargetHostIP	The IP of the SiteScope that sent the sample.
szTargetHostName	The name of the SiteScope host that sent the sample.
WIDTH	The opened window width, in pixels.
WIN_NAME	Specifies the window name

Show All the Element Neighbors

Context menu processor that deals with View Explorer. This class does not have parameters.

Switch Application in BAC

Context menu processor for drilling down from one application to another. This class does not have parameters.

Switch Dashboard Tabs

Context menu processor that switches tabs in the Dashboard application. For examples, opening the appropriate Filters tab from the Console tab. The parameter is:

Parameter	Description
TAB_ID	The ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

Switch Dashboard Tabs With Parameters

Context menu processor that passes internal parameters when switching from one tab to another in Dashboard. The parameter is:

Parameter	Description
TAB_ID	The ID of the tab. The tab ID is available in the application framework. If you change the tab ID, it is recommended to change the name of the context menu item to match the name of the tab that is opened by this option.

Window

Context menu processor that deals with opening new windows. Context menu items might use a subset of the listed parameters. The parameters are:

Parameter	Description
HEIGHT	The opened window height, in pixels.
RESIZE	If set to **1**, the window can be resized. If set to **0**, the window cannot be resized.

Parameter	Description
SCROLL	If set to **1**, a scrolling tab is added to the opened window, if required. If set to 0, no scrolling tab is added to the open window.
SLAVE_WIN	If set to **1** it checks that the window closes when the application is closed.
WIDTH	The opened window width, in pixels.
WIN_NAME	Specifies the window name

🔧 Context Menu Items User Interface

This section describes:

🔎 Context Menu Item Details Dialog Box

Description	Enables you to modify the information or enter new information for the context menu item. You can also modify existing information or add new information about the pre-processor and post-processor parameters.
	To Access: In the Context Menu Items Repository page, click the **New** button, or click the relevant **Edit** button 🖉 for a cloned or overridden context menu item.
Important Information	It is not recommended to:
	➤ Add new parameters to the pre-processor or post-processor class.
	➤ Make changes to a pre-processor or post-processor class as it might change its behavior. Classes are built for specific context menus.
Included in Tasks	"Set Up a Context Menu Item" on page 338

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

GUI Element (A-Z)	Description
<Menu entity>	Click the **Delete** button ✕ to delete an existing menu entity details.
	Click the **Edit** button 🖉 to modify existing menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 335.
Display Name	The name of the context menu item.
New	Click to enter new menu entity details. For more details, go to "Menu Entity Details Dialog Box" on page 335.

GUI Element (A-Z)	Description
Post-processor Class	The name of the post-processor class to be used to perform the corresponding action **after** accessing the database, when this menu option is selected from the item menu options. For details about the post-processor classes and their parameters, see "List of Post-Processor Classes" on page 410.
Pre-processor Class	The name of the pre-processor class to be used to perform the corresponding action **before** accessing the database, when this menu option is selected from the item menu options. For details about the pre-processor classes and their parameters, see "List of Pre-Processor Classes" on page 405.

Pre-processor Parameters Area

Description	Lists the list of parameters for the pre-processor class.
Important Information	For details about the pre-processor classes and their parameters, see "List of Pre-Processor Classes" on page 405.

The area contains the following items:

GUI Element (A-Z)	Description
Edit	Click to edit the relevant parameter in the Pre-Processor Parameter Details dialog box.
New	Click to enter new parameters in the Pre-Processor Parameter Details dialog box.

Post-processor Parameters Area

Description	Lists the list of parameters for the post-processor class.
Important Information	For details about the post-processor classes and their parameters, see "List of Post-Processor Classes" on page 410.

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

GUI Element (A-Z)	Description
Edit	Click to edit the relevant parameter in the Post-Processor Parameter Details dialog box.
New	Click to enter new parameters in the Post-Processor Parameter Details dialog box.

🔍 Context Menu Items Repository Page

Description	Displays the list of factory (predefined) and customized context menu items. Those context menu items are available throughout HP Business Availability Center to help you navigate to other pages.
	Enables an advanced user to modify existing repository context menu items and create new ones.
	To Access: Select **Admin** > **Dashboard**. Click the down arrow ⬇ that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Context Menu Items** tab menu option.
Important Information	Cloning or overriding an existing context menu item, or creating a new context menu item, adds the corresponding context menu item entry to the Custom Context Menu Items list. You can then customize the context menu item to your organization's specifications. For details, see "Set Up a Context Menu Item" on page 338.
	You can modify the information or enter new information for the context menu item. You can also modify existing information or add new information about the pre-processor and post-processor parameters. For details, see "Context Menu Item Details Dialog Box" on page 421.
	You can modify existing information or enter new information about the pre-processor parameter. For details, see "Pre-Processor Parameter Details Dialog Box" on page 426.
	You can modify existing information or enter new information about the post-processor parameter. For details, see "Post-Processor Parameter Details Dialog Box" on page 427.
	A list of the context menu items and their details is available in "List of Context Menu Items Detailed Description" on page 340.
Included in Tasks	"Set Up a Context Menu Item" on page 338

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

GUI Element (A-Z)	Description
⟨?⟩	Click to display help on the context menu.
⟨✎⟩	Select a context menu item in the Custom Context Menu Items area, and click the button to open the **Context Menu Items Details** dialog box. For details, see "Context Menu Item Details Dialog Box" on page 421.
Clone	In the Factory Context Menu Items or in the Custom Context Menu Items areas, select a context menu item, and click the button to create a new context menu item by cloning. You clone an existing context menu item to use it as a template. The original context menu item is still available. For details, see "Set Up a Context Menu Item" on page 338. **Note:** Change the name of the context menu item you have cloned to make sure you attach the cloned context menu item and not the original context menu item to a specific KPI.
Display Name	The name of the context menu item.

GUI Element (A-Z)	Description
New Item	Click to create a new context menu item. For details, see "Set Up a Context Menu Item" on page 338.
Override	In the Factory Context Menu Items or in the Custom Context Menu Items areas, select a context menu item, and click the button to edit an existing context menu item. You override an existing context menu item to replace it with a customized rule. The original context menu item is disabled. The overriding context menu item and the original context menu item have the same context menu ID. The context menu item in the Factory Context Menu Items area displays the following indication: **Note:** If you later delete the custom context menu item that overrode the factory context menu item, the original factory context menu item is automatically restored.

🔖 Pre-Processor Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the pre-processor parameter
	To Access: In the Context Menu Item Details dialog box, click **New** or click the **Edit** button 🖉 for the appropriate parameter.
Included in Tasks	"Set Up a Context Menu Item" on page 338

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

GUI Element (A-Z)	Description
Convert To	This key is used if the key is a parameter in the URL. In this case, the URL is added with the converted key and the value.
Key	The parameter's key. The **GenericURLPreprocess** parameter has certain predefined keys: **URL_SUFFIX** and **URL** (or a composition of **PROTOCOL**, **HOST**, and **PORT**).
Value	The parameter's value. In case of a URL key, it can be a certain URL (for example: http://www.hp.com) The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.

Post-Processor Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the post-processor parameter. **To Access:** In the Context Menu Item Details dialog box, click **New** or click the **Edit** button ✎ for the appropriate parameter.
Included in Tasks	"Set Up a Context Menu Item" on page 338

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

GUI Element (A-Z)	Description
Key	The parameter's key.
Value	The parameter's value. The value can also be retrieved from the CI using an Escaping sequence form; for example: NODE-ID to get the CI Id.

8

Tooltips Repository

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

This chapter includes:

Concepts

Tasks

Reference

🔩 Tooltips Repository

The Tooltips Repository page displays the list of factory (predefined) tooltips available throughout Dashboard to specify how source data is imported and handled by Dashboard Administration, and to determine appearance and functionality for the CIs in the presentation layer.

Each KPI under a CI has a Details tooltip to display additional information for the CI.

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

Tooltips are assigned to CIs according to the rule used for the KPI. Most rules have an associated tooltip (referred to as the rule sentence), that is connected to the associated rule. Note that if you add a new rule to the Business Rules Repository, a new tooltip is automatically created for it. To delete a tooltip that is connected to a rule, you must delete the rule. For more information on the Tooltips Repository or about creating or editing tooltips, see "Tooltips Repository Page" on page 493.

Note:

➤ To delete a customized tooltip, you must delete the corresponding rule.

➤ A tooltip and its rule have the same ID number and the same name.

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

➤ The last sample time is not necessarily the same as the last update time because the last sampling might not have any impact on the status.

Each tooltip definition includes parameters. The parameters correspond to the type of information displayed in the tooltip in the Dashboard and Service Level Management applications. The order of the parameters in the tooltip definition corresponds to the order of the information in the displayed tooltip. For information on defining/editing tooltip parameters, see "Tooltips Repository Page" on page 493.

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

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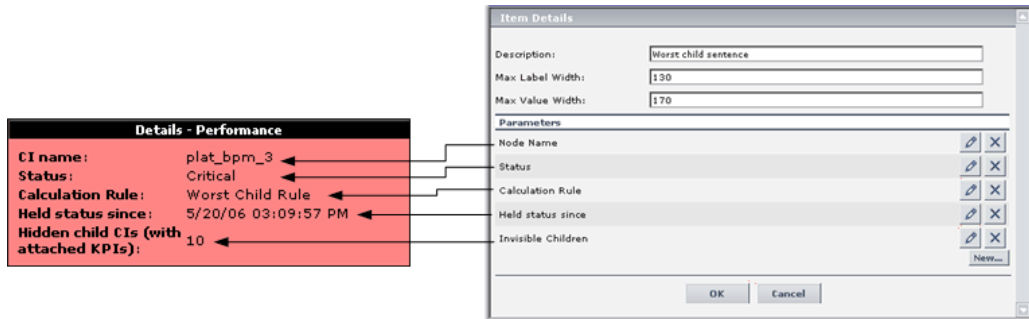
Advanced Users

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

🔧 Set Up a Tooltip

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

For a detailed scenario that includes editing tooltips, see "Create KPIs, Rules, Context Menus, Context Menu Items, and Tooltips – Scenario" on page 53 and view the appropriate step.

This task includes the following steps:

➤ "Create a Tooltip" on page 432

➤ "Specify the Tooltip Details" on page 433

➤ "Change the Color of the Tooltip Border and Header" on page 435

➤ "Change the KPI Status Icon" on page 435

➤ "Specify the Tooltip Parameter Details" on page 435

➤ "Set a Tooltip and its Parameters Back to Default" on page 436

1 Create a Tooltip

You can:

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

➤ replace an existing tooltip by overriding it. When you override an existing tooltip, a copy appears in the **Custom Tooltips** area and the existing tooltip is marked with (Overridden) in the **Factory Tooltips** area. What happens is that you replace the existing tooltip with the tooltip that you have modified.

For details, see "Tooltips Repository Page" on page 493.

You can then modify the tooltip to your specifications. For details, see "Tooltip Details Dialog Box" on page 495.

Note:

➤ To delete a customized tooltip, you must delete the corresponding rule.

➤ A tooltip and its rule have the same ID number and the same name.

2 Specify the Tooltip Details

In the Tooltip Details window, you can either modify the information or enter new information. For details, see "Tooltip Details Dialog Box" on page 495.

You can also modify existing information or enter new information about the tooltips parameter details. For details, see "Tooltip Parameter Details Dialog Box" on page 496.

Example: Add a Last Sample Time Entry in a Tooltip

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

➤ keep the last sample information. For details, see "Set Up Rules to Display the Last Sample Details" on page 163.

➤ add the Last Sample Time to the tooltip of monitor rules only

Note: The last sample time is not necessarily the same as the last update time because the last sampling might not have any impact on the status.

To add Last Sample Time entry in a tooltip:

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

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

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

4 Override or clone the tooltip in which you want to display the last sample time.

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

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

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

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

 9 In the **Available Formatting Method** list, select returnDateAsStringInSec. The value is automatically entered in the **Formatting Method** box.

Parameter Details	
Display Label:	Last Sample Time
Value Prefix:	
Value Source:	NODE.DIM.SAMPLE.time_stamp
Value Postfix:	
Available Formatting Methods:	
Formatting Method:	returnDateAsStringInSec

OK   Cancel

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

The tooltip displays the following information:

Details - Availability	
CI name:	dogbert
Status:	OK
Calculation Rule:	Transaction Availability Rule
Held status since:	5/21/06 01:48:40 PM
Avg. availability:	100%
Average for:	990 seconds period
Major:	>= 30.0%
Minor:	>= 50.0%
Warning:	>= 70.0%
OK:	>= 90.0%
Transaction:	dogbert
Last Sample Time:	5/22/06 12:46:39 AM

3 **Change the Color of the Tooltip Border and Header**

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

To modify the default color of the tooltip's header and border, open the definition of the appropriate parameter and enter different colors in the **Color** box. For details, see "Parameter Details Dialog Box (KPIs)" on page 135.

4 **Change the KPI Status Icon**

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

To customize the KPI status icons, create a new set of icons and, where applicable, add your icons to the appropriate directories and redirect the KPI's status parameters to those icons or replace the default icons with your customized icons using the same names.

For details, see "Change the KPI Status Icons" on page 68.

5 **Specify the Tooltip Parameter Details**

In the Parameter Details window, you can either modify existing information or enter new information about the tooltip parameter. For details, see "Tooltip Parameter Details Dialog Box" on page 496.

6 Set a Tooltip and its Parameters Back to Default

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

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

List of Tooltips

This section lists the default tooltips, their associated rules, and parameters.

For details about configuring the tooltips, see "Tooltips User Interface" on page 492.

This section includes the following topics:

➤ "List of Tooltips, Associated Rules, and Parameters" on page 437

➤ "Example of a Number of Open Incidents Sentence Tooltip" on page 480

➤ "Example of a SiteScope EMS Rule Tooltip" on page 481

List of Tooltips, Associated Rules, and Parameters

The tooltips are as follows:

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Average Availability of Weighted Volume (55)	"Average Availability of Weighted Volume" on page 164	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
Average Latency of Weighted Volume (83)	"Average Latency of Weighted Volume" on page 164	➤ Node Name ➤ Latency ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
Average of Converted Performance Results in % (63)	"Average of Converted Performance Results in %" on page 164	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Average of Values for KPIs (31)	"Average of Values" on page 165	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Total ➤ Major ➤ Minor ➤ Warning ➤ Informational
Average Performance of Weighted Volume in % (64)	"Average Performance of Weighted Volume in %" on page 165	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
Average Performance of Weighted Volume in Seconds (65)	"Average Performance of Weighted Volume in Seconds" on page 165	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
Best Child Sentence (2)	"Best Child Rule" on page 165	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Invisible Children

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Average Weighted Status Sentence (611)	"BPI Average Weighted Status Rule for Value KPI" on page 167	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Critical samples ➤ Major samples ➤ Minor samples ➤ Warning samples ➤ OK samples
BPI BP Step Quantity Group Sentence (621)	"BPI Group Rule for BP Step CI" on page 168	➤ Node Name ➤ Status ➤ Value ➤ Count ➤ Calculation Rule ➤ Held Status Since
BPI Business Process Health Group Sentence (620)	"BPI Health Group Rule for BP CIs" on page 171	➤ Node Name ➤ Status ➤ Blocked instances ➤ At risk instances ➤ Healthy instances ➤ Calculation Rule ➤ Held Status Since
BPI Business Process Quantity Group Sentence (619)	"BPI Group Rule for BP CI" on page 168	➤ Node Name ➤ Status ➤ Value ➤ Count ➤ Calculation Rule ➤ Held Status Since

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Duration Average Weighted Status Sentence (623)	"BPI Average Weighted Status Rule for Duration KPI" on page 166	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Critical instances ➤ Major instances ➤ Minor instances ➤ Warning instances ➤ OK Instances
BPI Duration Average Status Percentage Sentence (624)	"BPI Status Percentage Rule for Duration KPI" on page 175	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Min Status
BPI Duration Worst Violated Instances Percentage Sentence (622)	"BPI Worst Violated Instances Rule for Duration KPI" on page 177	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Critical instances ➤ Major instances ➤ Minor instances ➤ Warning instances ➤ OK Instances

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Health Average Weighted Status Count Sentence (614)	"BPI Health Average Weighted Status Count Rule" on page 169	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Status for ➤ Held Status Since ➤ Blocked instances ➤ At risk instances ➤ Healthy instances
BPI Health Average Weighted Status Value Sentence (617)	"BPI Health Average Weighted Status Value Sentence" on page 441	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Blocked instances ➤ At risk instances ➤ Healthy instances
BPI Health Status Percentage Count Sentence (615)	"BPI Health Status Percentage Count Rule" on page 171	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Major ➤ Minor ➤ Warning ➤ OK ➤ Min Status

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Health Status Percentage Value Sentence (618)	"BPI Health Status Percentage Value Rule" on page 172	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Major ➤ Minor ➤ Warning ➤ OK ➤ Min Status
BPI Health Worst Process Instances Count Sentence (613)	"BPI Health Worst Process Instances Count Rule" on page 172	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Blocked instances ➤ At risk instances ➤ Healthy instances
BPI Health Worst Process Instances Value Sentence (616)	"BPI Health Worst Process Instances Value Rule" on page 173	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Blocked instances ➤ At risk instances ➤ Healthy instances

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Monitor Backlog Count (604)	"BPI Monitor Backlog Count Rule" on page 173	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Count ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational
BPI Monitor Backlog Value (605)	"BPI Monitor Backlog Value Rule" on page 173	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Count ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Monitor Duration (608)	"BPI Duration Monitor Rule" on page 168	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Calculation Logic ➤ Held Status Since ➤ Status for ➤ Average ➤ Weighted Average ➤ Minimum ➤ Maximum ➤ Number of instances ➤ Major ➤ Minor ➤ Warning ➤ Informational
BPI Monitor Volume Count (606)	"BPI Monitor Volume Count Rule" on page 174	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Count ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Monitor Volume Value (607)	"BPI Monitor Volume Value Rule" on page 174	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Count ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational
BPI Status Percentage Sentence (612)	"BPI Status Percentage Rule for Value KPI" on page 176	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Min Status

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPI Value Monitor (609)	"BPI Value Monitor Rule" on page 177	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Calculation Logic ➤ Held Status Since ➤ Status for ➤ Average ➤ Minimum ➤ Maximum ➤ Number of instances ➤ Major ➤ Minor ➤ Warning ➤ Informational
BPI Worst Violated Instances Sentence (610)	"BPI Worst Violated Instances Rule for Duration KPI" on page 177	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Critical instances ➤ Major instances ➤ Minor instances ➤ Warning instances ➤ Informational instances

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
BPM WS Operation Percentile Performance Sentence (1307)	"BPM WS Operation Percentile Performance Rule" on page 178	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Under threshold calls ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
BPM WS Operation Performance Sentence (1306)	"BPM WS Operation Performance Rule" on page 179	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Under threshold calls ➤ Avg. Response Time ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Business Transaction Group Rule (1417)	"Business Transaction Group Rule" on page 179	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Customer Sentence (12)	"Customer Rule" on page 179	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since
Diagnostics for J2EE General Sentence (1075)	"Diagnostics for J2EE/.Net General" on page 181	➤ Node Name ➤ **Status.** Can be defined as OK, Warning or Critical. ➤ Calculation Rule ➤ **Description.** Describes the reason for the status. For example, a **Critical** status for a transaction, may be explained in the Description field as follows: 15% violation on latency. This would indicate that the average latency of the transaction exceeded the threshold that was set in Diagnostics by 15% and therefore the status of this transaction is defined as critical. ➤

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Diagnostics for J2EE General Sentence (continued)		➤ Platform ➤ Server Time ➤ Server Requests Count ➤ Average Time ➤ Exceptions Count ➤ Timeout Count ➤ Max Time
Diagnostics WS Operation Percentile Performance Sentence (1302)	"Diagnostics WS Operation Percentile Performance Rule" on page 181	➤ Node Name ➤ **Status.** Can be defined as OK, Warning or Critical. ➤ Calculation Rule ➤ Held Status Since ➤ Under threshold calls ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Diagnostics WS Operation Performance Sentence (1301)	"Diagnostics WS Operation Performance Rule" on page 182	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Avg. Response Time ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Diagnostics WS Operation Throughput Sentence (1303)	"Diagnostics WS Operation Throughput Rule" on page 182	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Calls per minute ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Dollar Impact Over Time Sentence (24)	"Impact Over Time Rule" on page 187	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Description ➤ Business Loss
Dollar Impact Sentence (19)	"Real Time Impact" on page 191	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Description ➤ Business Loss

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Downtime Sentence	No associated rule	➤ Node Name ➤ Status ➤ Held Status Since ➤ Downtime Until ➤ Location ➤ Caused By
EMS Sentence (0)	"EMS Simple Rule" on page 183	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Description ➤ Severity ➤ Severity ➤ Held Status Since ➤ Message ➤ Last Update ➤ Description ➤ Description
Generic Formula Over Time Rule (1510)	"Generic Formula Rule" on page 183	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Formula ➤ Value ➤ Average ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Generic Sample Rule (21)	"Generic Sample Rule" on page 184	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational
Generic Sum of Values Over Time Rule (1501)	"Generic Sum of Values Over Time Rule" on page 184	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational
Generic Two Arguments Rule (1500)	"Generic Two Arguments Rule" on page 185	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Value ➤ Major ➤ Minor ➤ Warning ➤ Informational
Geo Map Sentence (172)	No associated rule. The tooltip is displayed for status indicators in geographical maps. For details, see "Geographical Map Page" in *Using Dashboard*.	➤ Location ➤ Status ➤ Held Status Since ➤ Caused By

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
History	No associated rule. The tooltip is displayed for the History KPI. For details, see "Trend and History" in *Using Dashboard*. **Note:** The information that is displayed depends on the value assigned to the **HistoryType** rule global parameter.	➤ Node Name ➤ History Type ➤ Historical Worst ➤ Historical Average
HP OpenView Service Navigator Sentence (22)	"HP OpenView Service Navigator Rule" on page 186	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Description ➤ Severity ➤ Held Status Since ➤ Message ➤ Last Update ➤ Description ➤ owned By
HP Worst Child Sentence (23)	"HP Worst Child Rule" on page 186	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since
Locations Grouped Parent Rule (1110)	"Locations Grouped Parent Rule" on page 188	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update
Locations Grouped Rule (1105)	"Locations Grouped Rule" on page 189	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
No Update Sentence	No associated rule. Internal.	➤ Node Name ➤ Status ➤ Held Status Since ➤ Warning ➤ Last Update ➤ Location ➤ Caused By ➤ Error Message
Number of Open Incidents Sentence (2600)	"Number of Open Incidents" on page 190 **Example:** For a detailed example of the tooltip, see "Example of a Number of Open Incidents Sentence Tooltip" on page 480.	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Number of tickets ➤ Grouping ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Transaction
Number of Running Sessions Rule (1107)	"Number of Running Sessions Rule" on page 190	➤ Node Name ➤ Status ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Monitor ➤ Historical Worst ➤ Historical Average ➤ Trend

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Number of Tasks in Error Rule (1101)	"Number of Tasks in Error Rule" on page 190	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Monitor ➤ Historical Worst ➤ Historical Average ➤ Trend
Percent Sentence (17)	"Percentage Rule" on page 190	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Invisible Calculated Children
RUM Application Session Statistics Monitor Availability (56)	"RUM Application Session Statistics Monitor Availability Rule" on page 192	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Application Session Statistics Monitor Performance (66)	"RUM Application Session Statistics Monitor Performance Rule" on page 192	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Application Session Statistics Monitor Volume (76)	"RUM Application Session Statistics Monitor Performance Rule" on page 192	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Bandwidth (81)	"RUM Bandwidth Rule" on page 193	➤ Node Name ➤ Bandwidth ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Component Availability (80)	"RUM Component Availability Rule" on page 193	➤ Node Name ➤ Component Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM End User Session Statistics Monitor Availability (57)	"RUM End User Session Statistics Monitor Availability Rule" on page 194	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM End User Session Statistics Monitor Performance (67)	"RUM End User Session Statistics Monitor Performance Rule" on page 194	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM End User Session Statistics Monitor Volume (77)	"RUM End User Session Statistics Monitor Volume Rule" on page 195	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Event Monitor Volume (73)	"RUM Event Monitor Volume Rule" on page 195	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Latency (82)	"RUM Latency Rule" on page 195	➤ Node Name ➤ Latency ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Location Session Statistics Monitor Availability (58)	"RUM Location Session Statistics Monitor Availability Rule" on page 196	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Location Session Statistics Monitor Performance (68)	"RUM Location Session Statistics Monitor Performance Rule" on page 196	➤ Node Name ➤ Performance. ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Location Session Statistics Monitor Volume (78)	"RUM Location Session Statistics Monitor Volume Rule" on page 197	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Page Monitor Availability (49)	"RUM Page Monitor Availability Rule" on page 197	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Page Monitor Performance (60)	"RUM Page Monitor Performance Rule" on page 197	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Page Monitor Volume (70)	"RUM Page Monitor Volume Rule" on page 198	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Session Monitor Availability (52)	"RUM Session Monitor Availability Rule" on page 198	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Session Monitor Performance (62)	"RUM Session Monitor Performance Rule" on page 198	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Session Monitor Volume (72)	"RUM Session Monitor Volume Rule" on page 199	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
RUM Transaction Monitor Availability (51)	"RUM Transaction Monitor Availability Rule" on page 199	➤ Node Name ➤ Availability ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Transaction Monitor Performance (61)	"RUM Transaction Monitor Performance Rule" on page 199	➤ Node Name ➤ Performance ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational
RUM Transaction Monitor Volume (71)	"RUM Transaction Monitor Volume Rule" on page 199	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
SAP Alert Status Sentence (1111)	"SAP Alerts Rule" on page 200	➤ Alert Description ➤ Short Name ➤ Status ➤ Calculation Rule ➤ **Severity.** A number indicating the severity of the alert as it appears in the SAP system. ➤ State ➤ Open Time ➤ Held Status Since ➤ Last Update
Sessions Custom Data Rule (1106)	"Sessions Custom Data Rule" on page 200	➤ Node Name ➤ Status ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Monitor ➤ Historical Worst ➤ Historical Average ➤ Trend
SiteScope Availability (35)	"SiteScope Profile Rule" on page 203	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Last Update
SiteScope EMS Rule (36)	"SiteScope EMS Multiple Events Rule" on page 201 **Example:** For a detailed example of the tooltip, see "Example of a SiteScope EMS Rule Tooltip" on page 481	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ EMS Events ➤ Last Update

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
SiteScope Measurement Sentence (3)	"SiteScope Measurement Rule" on page 201	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Error Message ➤ Last Update ➤ Measurement ➤ Monitor
SiteScope Measurement Siebel Processes Rule (1104)	"SiteScope Measurement Siebel Processes Rule" on page 202	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Monitor ➤ Historical Worst ➤ Historical Average ➤ Trend
SiteScope Measurement Time-Based Sentence (33)	"SiteScope Measurement Time-Based Rule" on page 202	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Average For ➤ Last Update ➤ Measurement ➤ Monitor

Chapter 8 • Tooltips Repository

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
SiteScope Measurement with Custom Data Rule (1100)	"SiteScope Measurement with Custom Data Rule" on page 202	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Monitor ➤ Historical Worst ➤ Historical Average ➤ Trend
SiteScope Monitor Sentence (4)	"SiteScope Monitor Rule" on page 203	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update ➤ Monitor ➤ Host
SiteScope Monitor Time-Based Sentence (34)	"SiteScope Monitor Time-Based Rule" on page 203	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Average For ➤ Last Update ➤ Monitor ➤ Host

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
SiteScope Vertical Measurement (1108 and 1102)	"SiteScope Vertical Measurement" on page 204	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update ➤ Measurement ➤ Historical Worst ➤ Historical Average ➤ Trend ➤ Monitor
SiteScope WS Operation Percentile Performance Sentence (1305)	"SiteScope WS Operation Percentile Performance Rule" on page 204	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Under threshold calls ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
SiteScope WS Operation Performance Sentence (1304)	"SiteScope WS Operation Performance Rule" on page 205	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Avg. Response Time ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
SLM PNR Rule (351)	"Dashboard PNR Rule" on page 180	➤ Node Name ➤ Status ➤ Calculation Rule ➤ SLA ➤ Tracking Period ➤ Time Interval ➤ Calculation Time ➤ PNR Time Left ➤ Max Unavailability ➤ PNR Availability ➤ Target Availability
Stopped Sentence	The tooltip does not have associated rule. Defines the tooltip used for stopped CIs.	➤ Node Name ➤ Status ➤ Held Status Since ➤ Location ➤ Caused By
Sum of Values for KPI Sentence (20)	"Sum of Values Rule" on page 206	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Total ➤ Major ➤ Minor ➤ Warning ➤ Informational
Sum of Volume (74)	"Sum of Volume Rule" on page 206	➤ Node Name ➤ Volume ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Summary of Values for KPIs (30)	"Summary of Values Rule" on page 206	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Total ➤ Major ➤ Minor ➤ Warning ➤ Informational
Total Number of Open Incidents Sentence (2601)	"Transaction Availability Rule" on page 206	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Total number of incidents ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Transaction Availability Sentence (5)	"Transaction Availability Rule" on page 206	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Avg. Availability ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Transaction

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Transaction Response Sentence (13)	"Transaction Performance Rule" on page 207	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Avg. Response Time ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Transaction
Transaction Response Status Average Sentence (101)	"Transaction Performance Rule" on page 207	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Last Update ➤ Critical samples ➤ Minor samples ➤ OK samples

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Transaction Response Status Percentage Sentence (102)	"Transaction Performance Rule" on page 207	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Score ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational ➤ Min Status ➤ Critical samples ➤ Minor samples ➤ OK samples
Transaction Response Worst Status Sentence (100)	"Transaction Performance Rule" on page 207	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Status for ➤ Last Update ➤ Critical samples ➤ Minor samples ➤ OK samples
Transactions Grouped Parent Rule (1109)	"Transactions Grouped Parent Rule" on page 209	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
Transactions Grouped Rule (1103)	"Transactions Grouped Rule" on page 210	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Message ➤ Last Update
TransactionVision Completed - Value (1415)	"TransactionVision Completed Transaction Value Rule" on page 218	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Transactions volume ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision Completed - Volume (1416)	"TransactionVision Transaction Volume Rule" on page 218	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Transactions volume ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision Completed Delays Rate (1411)	"TransactionVision Delayed Rate Rule (Completed Transactions)" on page 211	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Delays Rate ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision Completed Delays Value (1412)	"TransactionVision Delayed Value Rule (Completed Transactions)" on page 212	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Delays Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision Completed Straight Through Processing Rate (1414)	"TransactionVision Exceptions Rate Rule (Completed Transactions)" on page 214	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Exceptions Rate ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision Completed Straight Through Processing Value (1413)	"TransactionVision Exceptions Value Rule (Completed Transactions)" on page 215	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Exceptions Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision in process - Backlog (1426)	"TransactionVision Backlog Rule (In-Process)" on page 211	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Backlog count ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision in process - Value (1425)	"TransactionVision Value Rule (In-Process Transaction)" on page 218	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Transactions volume ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision in process Delays Rate (1421)	"TransactionVision Delayed Rate Rule (In-Process Transactions)" on page 212	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Delays Rate ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision in process Delays Value (1422)	"TransactionVision Delayed Value Rule (In-Process Transactions)" on page 213	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Delays Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision in process Straight Through Processing Rate (1424)	"TransactionVision Exceptions Rate Rule (In-Process Transactions)" on page 214	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Exceptions Rate ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TransactionVision in process Straight Through Processing Value (1423)	"TransactionVision Exceptions Value Rule (In-Process Transactions)" on page 215	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Exceptions Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TransactionVision Transaction Duration (1410)	"TransactionVision Duration Rule (Completed Transactions)" on page 213	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Average Duration ➤ Number of Valid Transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Trend	The tooltip does not have an associated rule. The tooltip is displayed for the Trend KPI. For details, see "Trend and History" in *Using Dashboard*.	➤ Node Name ➤ Trend
TV Transaction Monitor Completed Failures Rate (1418)	"TransactionVision Failures Rate Rule (Completed Transactions)" on page 216	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Failure rates ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TV Transaction Monitor Completed Failures Value (1419)	"TransactionVision Failures Value Rule (Completed Transactions)" on page 217	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
TV Transaction Monitor in process Failures Rate (1428)	"TransactionVision Failures Rate Rule (In-Process Transactions)" on page 216	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Delays Rate ➤ Number of transactions ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Tooltip (Tooltip #)	Associated Rule	Tooltip Parameters
TV Transaction Monitor in process Failures Value (1429)	"TransactionVision Failures Value Rule (In-Process Transactions)" on page 217	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Value ➤ Status for ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational
Worst Child Sentence (1)	"Worst Child Rule" on page 219	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Invisible Children
WS Operation Availability Sentence (1300)	"WS Operation Availability Rule" on page 219	➤ Node Name ➤ Status ➤ Calculation Rule ➤ Held Status Since ➤ Avg. Availability ➤ Average For ➤ Last Update ➤ Major ➤ Minor ➤ Warning ➤ Informational

Example of a Number of Open Incidents Sentence Tooltip

The tooltip is displayed for a KPI whose associated rule is "Number of Open Incidents" on page 190.

The tooltip displays the following information:

➤ **CI Name.** The name of the CI.

➤ **Status.** The status of the CI.

➤ **Calculation Rule.** The name of the rule used to calculate the status of the CI.

➤ **Held Status Since.** The date and time of the last status (color) change of the CI.

➤ **Number of tickets.** The number of current ticket that have the specified initial and final state.

➤ **Grouping.** List the number of tickets with the specified status.

➤ **OK.** The threshold definition for the **OK** status.

Example of a SiteScope EMS Rule Tooltip

The tooltip is displayed for an Application, Network, Security, or System KPI whose associated rule is "SiteScope EMS Multiple Events Rule" on page 201.

The SiteScope EMS Rule tooltip is displayed for an Application, Network, Security, or System KPI whose associated rule is the SiteScope EMS Multiple Event rule.
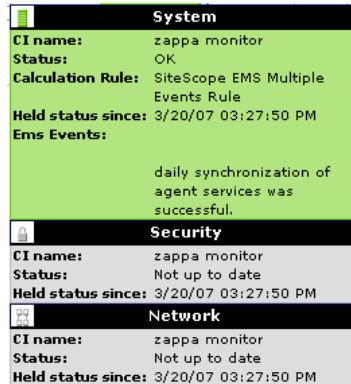
The tooltip displays the following information:

➤ **CI Name.** The name of the CI.

➤ **Status.** The severity of the event.

➤ **Calculation Rules.** The name of the rule that calculates the KPI status or value.

➤ **Held status since.** The date and time of the last status (color) change of the CI.

➤ **Ems Events.** Messages sent by the HP OVO server.

🔍 List of Tooltip Parameters

The following table lists the tooltip parameters and their descriptions:

Parameter	Description
% Available TX	The percentage of available transactions.
Alert Description	The full description of the alert.
At risk instances	The number of instances with status **At risk**.
Availability	The percentage of time the page was available, for a Real User Monitor CIs.
Average	The average status of the CI.
Average Duration	The duration of the completed transactions minus the duration of the failed transactions divided by the total number of transactions.
Average For	The time period for which the average response time/average availability was calculated. This time period is defined in the file for the CI.
Average Time	(Probe tooltips only): The average latency of all of the server requests on the Virtual Machine monitored by the Probe over the last five minute period.
Avg. Availability	The percentage of successful runs for the parent transaction during a time period up to the last received update.
Avg. Response Time	The average response time for the parent transaction during a time period up to the last received update.
Backlog count	The number of backlogged (in-process) transactions.

Parameter	Description
Bandwidth	The number of bytes that represents the traffic in and out of Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).
Blocked instances	The number of instances with status **Blocked**.
Business Loss	The financial loss calculated for the CI.
Calculation Logic	The value of **logic** rule parameter.
Calculation Rule	The name of the rule that calculates the KPI status or value.
Calculation Time	The last calculation time on the Business Logic Engine machine.
Calls per minute	The number of calls per minute to the selected Web service(s) or Operation(s).
Caused By	The name of the KPIs that caused unavailability.
CI Name	The name of the CI.
Component Availability	The availability of the Real User Monitor (for a monitor CI) or the status of the monitor with the worst status (for a group CI).
Count	The number of instances that completed the monitored step or group of steps in the most recent collection interval for the tooltip.
Critical instances	The number of instances with status **Critical**.
Critical samples	The number of samples with **Critical** status.
Delays Rate	The percentage of failed in-process transactions out of the total completed transactions. Delays ValueThe total value of failed in-process transactions.

Parameter	Description
Delays Value	The total value of failed in-process transactions.
Description	A description of the CI (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
Downtime Until	The date and time that downtime is due to finish for a CI.
EMS Events	The samples description. The samples are separated from each other by a horizontal line.
Error Message	The error message that appears in the sample.
Exceptions Count	The amount of exceptions generated over the last five minute period.
Exceptions Rate	The percentage of transactions that did not follow the expected flow path on the target machine, out of the total in-process transactions.
Exceptions Value	The total value of transactions that did not follow the expected flow path on the target machine.
Failed TX Count	The number of transactions that failed.
Failed TX Impact	The financial loss (in $) due to transactions that failed.
Failure rates	The percentage of failed completed transactions out of the total number of completed transactions.
Formula	The formula that is used to calculate the KPI status and value.
Grouping	List the number of tickets with the specified status.

Parameter	Description
Healthy instances	The number of instances with status **Healthy**.
Held Status Since	The date and time of the last status (color) change of the CI.
Historical Average	The average status for the CI over a period of time.
Historical Worst	The worst status for the CI over a period of time.
History Type	The history calculation type to be used when calculating history status. Values can be: **Worst**, **Average**, or **None** (no history status displayed). The value of the parameter is assigned to the **HistoryType** rule global parameter. For details, see "Modify the Rule Parameters or the Rules Global Parameters" on page 155. If the value is **none**, the historical information is not displayed.
Host	The name of the machine associated with the monitor.
Informational	One of the thresholds used when defining status for the CI. The CI changes to Informational (green) status when the CI's score is equal to or smaller than this value.
Informational instances	The number of instances with status **Informational**.
Invisible Calculated Children	All of the child CIs belonging to other views, which are connected to this CI but do not belong to this view.

Parameter	Description
Invisible Children	The number of child CIs of the selected CI, that exist in the CMDB, are hidden in the current view, and have at least one KPI assigned to them. This parameter is displayed as: **Hidden child CIs (with attached KPIs)** in the tooltip itself. For details on Invisible Children, see "Find Visible and Hidden Child CIs" in *Using Dashboard*.
Last Update	The date and time that the last update for the CI was received by Dashboard.
Late TX Impact	The financial loss (in $) due to transactions that were late.
Latency	The average round trip time for a packet. (The time it takes for a packet to go from the client to the server and back from the server to the client). The latency information is provided by the Real User Monitor sample.
Location	The location of the CI if a location has been specified.
Major	One of the thresholds used when defining status for the CI. The CI changes to Major (orange) status when the CI's score is equal to or smaller than this value.
Major instances	The number of instances with status **Major**.
Major samples	The number of samples with **Major** status.
Max Response Time	The maximum response time as provided by the Deep Transaction Tracing sample.
Max Time	The maximal time an HP Diagnostics transaction has run in seconds.
Max Unavailability	The maximum time that the item may be unavailable, according to the SLA.

Parameter	Description
Maximum	The maximum value of the instances that passed through the monitored step or group of steps, during the last collection interval.
Measurement	The name of the measurement from SiteScope.
Message	The value(s) returned by the monitor the last time it ran, as displayed in SiteScope. This may simply be the retrieval time and file size or it may include specific parameters for a server component.
Min Response Time	The minimum response time as provided by the Deep Transaction Tracing sample.
Min Status	The value of the **PassedStatus** rule parameter.
Minimum	The minimum duration of the instances that passed through the monitored step or group of steps, during the last collection interval
Minor	One of the thresholds used when defining status for the CI. The CI changes to Minor (yellow) status when the CI's score is equal to or smaller than this value.
Minor instances	The number of instances with status **Minor**.
Minor samples	The number of samples with **Minor** status.
Monitor	The monitor type that the CI represents.
Node Name	The name of the CI.
Number of instances	The number of instances that completed the monitored step or group of steps.
Number of tickets	The number of current ticket that have the specified initial and final state.
Number of transactions	The total number of successful, completed transactions.

Parameter	Description
Number of Valid Transactions	The value calculated by the rule. For details, see "TransactionVision Duration Rule (Completed Transactions)" on page 213.
OK	One of the thresholds used when defining status for the CI. The CI changes to OK (green) status when the CI's score is equal to or smaller than this value.
OK Instances	The number of instances with status **OK**.
OK samples	The number of samples with **OK** status.
Open Time	The date and time when the alert was issued.
owned By	The owner of the CI in HP OpenView (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
Performance	The average download time, for a Real User Monitor CI.
Platform	Indicates the platform (J2EE or .NET) on which the monitored application is running.
PNR Availability	The item's SLA availability percentage the last time data was polled.
PNR Time Left	The amount of time left for that measurement before the SLA is in breach of contract.
Response Time Threshold	The threshold of the response time as provided by the Deep Transaction Tracing sample.

Parameter	Description
Score	The percentage of green and yellow child CIs. This is a weighted percentage if any of the child CIs have a weight > 1 (check this by viewing the tooltips for the child CIs). Note that Dashboard is calculating status using the refined percentage method if a percentage is displayed for **Score** and the group or subgroup status is yellow. If Dashboard is calculating status for the group/subgroup using the dominant child method, the message **n/a (Using dominant child)** is displayed.
Server Requests Count	(BPM Transaction tooltips only.) The amount of server requests over the last five minute period.
Server Time	(BPM Transaction tooltips only.) The average time taken for the server to process the transaction.
Severity	The severity of the SiteScope measurement (the first one represents UDX and the second one represents EMS). Only the value relevant to the context is displayed.
Short Name	The name of the SAP CCMS measurement where the alert occurred.
SLA	The name of the SLA attached to this CI
State	The SAP state of the alert: **Active**.

Parameter	Description
Status	The status of the CI (calculated according to one of the status calculation methods). It may also display: **Not up to date** for decayed CIs, indicating that the CI has passed its timeout period. (For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled.) **Stopped** when a Business Process profile is stopped.
Status	Can be defined as OK, Warning or Critical.
Status for	The value of the rule's duration parameter.
Target Availability	The percentage of time that the item must be available in order to match in the 'Exceeded' threshold, according to the SLA.
Time Interval	The calendar used for calculating PNR. For details, see "Calendars" in *Using Service Level Management*.
Timeout Count	The amount of timeouts that occurred during the last five minute period.
Total	The total number of hits/transactions for Real User Monitor.
Total number of incidents	The total number of incidents.
Total TX Count	The total of the number of transactions that failed and the number of late transactions.
Total TX Impact	The financial loss (in $) due to transactions that failed added to the transactions that were late.

Parameter	Description
Tracking Period	The tracking period used to calculate the PNR. For details, see "Tracking Periods Dialog Box" in *Using Service Level Management*.
Transaction	The name of the parent transaction for the CI.
Transactions volume	The number of completed transactions.
Trend	The trend of the KPI's status.
Under threshold calls	The number of calls that are under the threshold defined for the Availability KPI.
Value	The value of the field in the sample.
Value	The sum of the values of the fields in the sample.
Volume	The number of hits in Real User Monitor.
Warning	One of the thresholds used when defining status for the CI. The CI changes to Warning (light green) status when the CI's score is equal to or smaller than this value.
Warning instances	The number of instances with status **Warning**.
Warning samples	The number of samples with **Warning** status.
Weighted Average	The value of the weighted average duration calculated by the rule.

List of Tooltip Parameter Attributes

The following table lists the attributes that may be specified for the tooltip

Attribute	Description
Available Formatting Methods	Lists the available methods for formatting the value of the tooltip parameter. For example: toLowerCase.
Display Label	The name of the tooltip parameter displayed in the tooltip.
Formatting Method	The method selected from the Available Formatting Methods list. For details about the methods, see "List of Service Level Management KPIs and Details" on page 103.
Value Postfix	The text that appears after the value of the tooltip parameter. For example: %.
Value Prefix	The text that appears before the value of the tooltip parameter. For example: Greater than.
Value Source	Indicates where to take the value of the item for the KPI.

Tooltips User Interface

This section describes:

➤ Tooltips Repository Page on page 493

➤ Tooltip Details Dialog Box on page 495

➤ Tooltip Parameter Details Dialog Box on page 496

Tooltips Repository Page

Description	Displays the list of factory (predefined) and customized tooltips. Those tooltips are available throughout HP Business Availability Center.
	Enables an advanced user to modify existing repository tooltips and create new ones.
	To Access: Select **Admin > Dashboard**. Click the down arrow that appears when you move the mouse pointer over the **Repositories** tab title. Select the **Tooltips** tab menu option.
Important Information	Cloning or overriding an existing tooltip, or creating a new tooltip, adds the corresponding tooltip entry to the Custom Tooltips list. You can then customize the tooltip to your organization's specifications. For details, see "Tooltip Details Dialog Box" on page 495.
	A list of the tooltips and their details is available in "List of Tooltips" on page 436.
	To delete a customized tooltip, you must delete the corresponding rule.
	A tooltip and its rule have the same ID number and the same name.
	You can modify the tooltip information or enter new information. For details, see "Tooltip Details Dialog Box" on page 495.
	You can modify existing information or enter new information about the tooltip parameter. For details, see "Tooltip Parameter Details Dialog Box" on page 496.
Included in Tasks	"Set Up a Tooltip" on page 432

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

GUI Element (A-Z)	Description
	Select a tooltip in the Custom Tooltips area, and click the button to open the **Tooltips Details** dialog box. For details, see "Tooltip Details Dialog Box" on page 495.
Clone	In the Factory Tooltips or in the Custom Tooltips areas, select a tooltip, and click the button to create a new tooltip by cloning. You clone an existing tooltip to use it as a template. The original tooltip is still available. For details, see "Set Up a Tooltip" on page 432. **Note:** Change the name of the tooltip you have cloned to make sure you attach the cloned tooltip and not the original tooltip to a specific rule.
ID	The ID number of the tooltip.
Override	In the Factory Tooltips or in the Custom Tooltips areas, select a context menu, and click the button to edit an existing tooltip. You override an existing tooltip to replace it with a customized tooltip. The original tooltip is disabled. The overriding tooltip and the original tooltip have the same tooltip ID. The tooltip in the Factory Tooltips area displays the following indication: **Note:** If you later delete the custom tooltip that overrode the factory tooltip, the original factory tooltip is automatically restored.

Tooltip Details Dialog Box

Description	Enables you to modify the information or enter new information. For a list of the tooltips parameters, see "List of Tooltip Parameter Attributes" on page 492.
	To Access: In the Tooltips Repository page, click the **New** button, or click the relevant **Edit** button ✎ for a cloned or overridden tooltip.
Important Information	The order of the parameters in the Parameters area reflects the order of the corresponding information in the application.
	A list of the parameters and their details is available in "List of Tooltip Parameter Attributes" on page 492.
Included in Tasks	"Set Up a Tooltip" on page 432

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

GUI Element (A-Z)	Description
Description	The name of the tooltip.
Max Label Width	The maximum width for a tooltip parameter name.
Max Value Width	The maximum width for a tooltip parameter value.
New	Click to create a new parameter. For details, see "Tooltip Parameter Details Dialog Box" on page 496.
Parameters	The parameters included in the tooltip. Different icons or buttons appear depending on the procedure you are following.

🔍 Tooltip Parameter Details Dialog Box

Description	Enables you to modify existing information or enter new information about the tooltip parameter. For a list of the tooltip parameter details, see "List of Tooltip Parameter Attributes" on page 492. **To Access:** Click **New** in the Tooltip Details dialog box, or click the **Edit** button 🖉 relevant to the parameter you want to modify.
Important Information	A list of the parameters and their details is available in "List of Tooltip Parameter Attributes" on page 492.
Included in Tasks	"Set Up a Tooltip" on page 432

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

GUI Element (A-Z)	Description
Available Formatting Method	Select the appropriate formatting method from the list of available methods. For details, see "List of Service Level Management KPIs and Details" on page 103.
Display Label	The display label of the row. It appears exactly as written in the section.
Formatting Method	Displays the method you selected in Available Formatting Method list. This is the formatting method that is invoked on the valueSource. Can be blank if not required.
Value Postfix	The row value postfix. Can be blank if not required. The postfix appears after the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form – if so, the **[[%]]** string must appear before the escaping sequence.

GUI Element (A-Z)	Description
Value Prefix	The row value prefix. Can be blank if not required. The prefix appears before the value of the parameter in the tooltip. It can be retrieved from the CI using the escaping sequence form - if so, the **[[%]]** string must appear before the escaping sequence.
Value Source	The source of the value to display. It can be retrieved from the CI using the escaping sequence form - if so, the **[[%]]** string must appear before the escaping sequence.

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