

HP OpenView Performance Insight

Executive Summaries Report Pack User Guide

Software Version: 1.0

Reporting and Network Solutions 6.0



August 2004

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There you will find contact information and details about the products, services, and support that HP OpenView offers.

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The support Web site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

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Overview

This overview introduces the notion of “single view,” provides a list of reports, provides version history details, clarifies the issue of location information, explains how to apply a constraint, and provides guidance regarding sources for additional information.

A Single View of Device Performance

The Executive Summaries Report Pack 1.0 provides performance information for devices. Two kinds of statistics are provided: statistics for device resources (CPU, buffer, and memory utilization) and statistics for the volume of traffic on device interfaces. It used to be necessary to consult reports in separate report packs, the Interface Reporting Report Pack and the Device Resources Report Pack, to get this information. Today the Executive Summaries 1.0 package puts this information in one place, hence the term “single view.”

Executive Summaries 1.0 contains device-oriented summary reports and location-oriented summary reports. The device-oriented reports *roll-up* (or aggregate) traffic volume from the interface level to the device level, hence the term *device summary*; the location-oriented reports aggregate resource utilization and traffic volume for all the devices owned by one customer at one location. These reports focus on customer-level performance and location-level performance, hence the term *executive summary*.

Version History

Version	RNS Version and Release Date	Features/Enhancements
1.0	RNS 5.0, April 2004	5 reports; no datapipe (NA) Supports Oracle only; does not support Sybase
1.0	RNS 6.0, August 2004	No enhancements

Folders, Reports, and Statistics

Executive Summaries 1.0 contains five reports. If you are logging into the Application Server, you will see two folders:

- Device
- Location

The Device folder contains two reports:

- Device Single View Summary
- Device Single View Top Ten

The Location folder contains three reports:

- Executive Summary
- Executive Summary Aggregate Availability & Traffic
- Executive Summary Top Ten

See Chapter 3, Sample Reports from the Demo Package, for a description of each report. Executive Summaries 1.0 tracks the following statistics:

CPU Statistics

- Average utilization
- Maximum utilization
- Busy hour
- Baseline busy hour
- F30/F60/F90 busy hour
- CPU percentage of exceptions



“percentage of exceptions” is calculated by dividing the number of exceptions by 96 (4 x 24 samples = 96 total samples) and multiplying the result by 100.

Memory Statistics

- Average utilization
- Maximum utilization
- Busy hour
- Baseline busy hour
- F30/F60/F90 busy hour
- Memory percentage of exceptions

Buffer Statistics

- Average utilization
- Maximum utilization
- Busy hour utilization

- Baseline busy hour
- F30/F60/F90 busy hour
- Buffer percentage of exceptions

Traffic Statistics

- Traffic volume per device
- Interface availability
- Frames (total for the day, across all devices)
- Errors (total for the day, across all devices)
- Discards (total for the day, across all devices)

Applying Constraints


You can change the contents of a report by constraining a parameter, also known as editing a parameter. For example, if you edit the Customer Name parameter, only data for the customer you typed in the Customer Name field will appear in the report. Executive Summaries 1.0 supports the following parameters:

- Customer Name
- Customer ID
- Location Name
- Location ID
- Device Name
- Make
- Model

If you are using Report Viewer, follow these steps to edit a parameter:

- 1 Select **Edit > Parameter Values** from the menu bar.
- 2 When the Modify Parameter Values window appears, click the **Current Value** field.
- 3 Enter a new value.
- 4 Click **OK**.

If you are viewing the report remotely, follow these steps:

- 1 Click  (the Edit icon) at the bottom right-hand corner of the report.
- 2 When the Edit Parameters window opens, type the constraint in the appropriate field.
- 3 Click **Submit**.

Adding Locations to Reports

If you are already using Interface Reporting 4.0 and Device Resources 3.0, and if you used Common Property Tables to import locations into those reports, you will not have to add your locations in order to see your locations in Executive Summaries 1.0. The reports in Executive Summaries 1.0 will inherit locations from Common Property Tables.

Sources for Additional Information

For information regarding the latest enhancements to this package and any known issues, refer to the *Executive Summaries Report Pack 1.0 Release Statement*. You may also be interested in these documents:

- *Interface Reporting Report Pack 4.0 User Guide*
- *Device Resources Report Pack 3.0 User Guide*
- *Common Property Tables 3.5 User Guide*
- *RNS 6.0 Release Notes, August 2004*

User guides for OVPI and the reporting solutions that run on OVPI can be downloaded from the following web site:

<http://support.openview.hp.com>

Select **Technical Support > Product Manuals** to reach the **Product Manuals Search** page. The user guides for OVPI are listed under **Performance Insight**. The user guides for OVPI report packs, NNM SPIs, and NNM value-add components are listed under **Reporting and Network Solutions**.

Each title listed under **Reporting and Network Solutions** indicates the month and year of publication. If a manual is revised and reposted, the date of publication will change even if the software version number does not change. Since revised user guides are posted to this site on a regular basis, you should check this site for updates before using an older PDF that may not be the latest PDF available.

Package Installation

Almost every reporting solution created for OVPI consists of two packages, a report pack and a datapipe. When you install a datapipe, you direct OVPI to collect a specific type of performance data at a specific polling interval. When you install a report pack, you direct OVPI to summarize and aggregate performance data in a specific way. Executive Summaries 1.0 is an exception to the datapipe rule: There are no datapipes for this package. The data collected for Interface Reporting and Device Resources is available to Executive Summaries.

This chapter covers the following topics:

- Guidelines for a smooth install
- Installing Executive Summaries 1.0
- Package removal

Guidelines for a Smooth Install

The RNS 6.0 CD contains components for NNM as well as report packs for OVPI. When you insert the RNS CD, launch the package extraction interface, and select OVPI packages for installation, the install script extracts every OVPI package from the CD and copies the results to the Packages directory on your system. After the extraction process finishes, the install script prompts you to launch Performance Insight and start Package Manager.

If the OVPI packages on the RNS 6.0 CD are already in the Packages directory awaiting installation, Executive Summaries 1.0 is ready to install. Before starting Package Manager and following the on-screen instructions, review the following guidelines.

Prerequisites for Executive Summaries 1.0

Following is a list of prerequisites for Executive Summaries 1.0:

- OVPI 5.0
- All available service packs for OVPI 5.0
- Common Property Tables 3.0 or higher
- Device Resources Report Pack 3.0
- Dev Res Cisco Switch Datapipe

- Dev Res Cisco Router Datapipe
- Interface Reporting Report Pack 4.0
- Interface Reporting ifEntry Datapipe 2.0

Common Property Tables

If you are currently running an earlier version of Common Property Tables, you must upgrade to Common Property Tables 3.0 or higher. Because Interface Reporting 4.0 and Device Resources 3.0 require Common Property Tables 3.0 or higher, this upgrade has probably already taken place. For details about installing and using Common Property Tables, refer to the *Common Property Tables 3.5 User Guide*.

Interface Reporting and Device Resources

If you are currently running earlier versions of Interface Reporting or Device Resources, upgrade those packages before installing Executive Summaries 1.0. If you need help upgrading those packages, refer to the following manuals:

- *Device Resources Report Pack 3.0 User Guide*
- *Interface Reporting Report Pack 4.0 User Guide*

Distributed Systems

If you are installing Executive Summaries in a distributed environment, package installation is more complicated. Following is an outline of the procedure to follow:

- 1 Verify that every server is running OVPI 5.0 and all available service packs for OVPI 5.0.
- 2 Disable trendcopy on the central server.
- 3 If necessary, upgrade Common Property Tables, Interface Reporting, and Device Resources on every server.
- 4 Install Executive Summaries 1.0 on the central server and on every satellite server; deploy reports once, from the central server.
- 5 Re-enable trendcopy on the central server.

Installing Executive Summaries 1.0

Perform these tasks:

- Stop OVPI Timer and extract packages from the RNS 6.0 CD
- If necessary, upgrade Common Property Tables
- If necessary, upgrade Device Resources and Interface Reporting
- Install Executive Summaries 1.0 and restart OVPI Timer

Task 1: Stop OVPI Timer and extract packages from the RNS 6.0 CD

- 1 Log in to the system. On UNIX[®] systems, log in as root.

- 2 Stop OVPI Timer and wait for processes to terminate.

Windows: Do the following:

- a From the Control Panel, select **Administrative Tools** → **Services**
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Stop**.

UNIX: As root, do one of the following:

- HP-UX: **sh /sbin/ovpi_timer stop**
- Sun: **sh /etc/init.d/ovpi_timer stop**

- 3 Insert the RNS CD.

Windows: The Main Menu automatically displays.

UNIX:

- a Mount the CD (if the CD does not mount automatically)
 - b Navigate to the top level directory on the CD
 - c Run **./setup**
- 4 Type **1** in the choice field and press **Enter**. The install script displays a percentage complete bar. When the copy is complete, the install script starts Package Manager. The Package Manager welcome window opens.

Task 2: Upgrade to Common Property Tables 3.0 or higher

The Executive Summaries Report Pack requires Common Property Tables 3.0 or higher. If you are running an earlier version of Common Property Tables, upgrade to 3.0 or higher before doing anything else. If you need help with the upgrade, refer to the *Common Property Tables 3.5 User Guide*.

Task 3: Upgrade Device Resources and Interface Reporting

If you are upgrading the Device Resources Report Pack and/or the Interface Reporting Report Pack, upgrade these packages before installing the Executive Summaries Report Pack. Refer to the following manuals for more information about upgrading these packages:

- *Device Resources Report Pack 3.0 User Guide*
- *Interface Reporting Report Pack 4.0 User Guide*

Task 4: Install Executive Summaries 1.0 and restart OVPI Timer

- 1 Start Package Manager. The Package Manager welcome window opens.
- 2 Click **Next**. The Package Location window opens.
- 3 Click the **Install** radio button.
- 4 Approve the default installation directory or select a different directory if necessary. Use the browse feature to select a different directory.
- 5 Click **Next**. The Report Deployment window opens.
- 6 Accept the default for Deploy Reports.
- 7 Enter your user name and password for the OVPI Application Server.

- 8 Click **Next**. The Package Selection window opens.
- 9 Click the check box next to the following packages:
 - *Executive_Summary*
 - *Executive_Summary_Demo* (optional)
 - ▶ Installing the Demo Package is optional. The Demo Package can be installed alone, or you can install it along with everything else.
 - ▶ If you are installing Common Property Tables, Device Resources, and Interface Reporting, click the check boxes next to these packages as well.
- 10 Click **Next**. The Type Discover window opens.
- 11 To run Discover immediately after package installation, accept the default and click **Next**. The Selection Summary window opens.
- 12 Click **Install**. The Installation Progress window opens. When installation is complete, a package installation complete message appears.
- 13 Click **Done** to return to the Management Console.
- 14 Restart OVPI Timer.
 - Windows: Do the following:
 - a From the Control Panel, select **Administrative Tools** → **Services**
 - b Select OVPI Timer from the list of services.
 - c From the Action menu, select **Start**.
 - UNIX: As root, do one of the following:
 - HP-UX: `sh /sbin/ovpi_timer start`
 - Sun: `sh /etc/init.d/ovpi_timer start`

Package Removal

If you remove a report pack, the associated tables and all the data in those tables are deleted. If you want to preserve the data in those tables, archive the data before removing the report pack.

Follow these steps to uninstall the Executive Summaries Report Pack:

- 1 Log in to the system. On UNIX systems, log in as root.
- 2 Stop OVPI Timer and wait for processes to stop running.

Windows: Do the following:

- a From the Control Panel, select **Administrative Tools** → **Services**
- b Select OVPI Timer from the list of services.
- c From the Action menu, select **Start**.

UNIX: As root, do one of the following:

- HP-UX: `sh /sbin/ovpi_timer stop`
 - Sun: `sh /etc/init.d/ovpi_timer stop`
- 3 Start Package Manager.
 - a Launch Performance Insight and select **Management Console**.
 - b Select **Tools** → **Package Manager**
The Welcome window opens.
 - 4 Click **Next**. The Packages Location window opens.
 - 5 Click **Uninstall**.
 - 6 Click **Next**. The Report Undeployment window opens. Accept the default for Undeploy Reports, accept the defaults for application server name and port, and enter your user name and password for the application server.
 - 7 Click **Next**. The Package Selection window opens.
 - 8 Click the check box next to the following packages:
 - *Executive Summaries*
 - *Executive Summaries Demo* (if installed)
 - 9 Click **Next**. The Selection Summary window opens.
 - 10 Click **Uninstall**. The Progress window opens. When the uninstall process is complete, a removal complete message appears.
 - 11 Click **Done** to return to the Management Console.
 - 12 Restart OVPI Timer.
Windows: Do the following:
 - a From the Control Panel, select **Administrative Tools** → **Services**
 - b Select OVPI Timer from the list of services.
 - c From the Action menu, select **Start**.
 UNIX: As root, do one of the following:
 - HP-UX: `sh /sbin/ovpi_timer start`
 - Sun: `sh /etc/init.d/ovpi_timer start`

Sample Reports from the Demo Package

This chapter describes the following reports:

- Device Single View Summary
- Device Single View Top Ten Summary
- Executive Summary
- Executive Summary Aggregate Availability and Traffic
- Executive Summary Top Ten

In addition, this chapter explains how to edit tables and graphs when the default view is not the view you want.

Device Single View Summary

This report creates a single view of device performance by combining traffic volume statistics with resource utilization statistics. The traffic data comes from Interface Reporting, while the resource data comes from Device Resources. The term *summary* in the title refers to the fact that traffic volume for each interface on the device is being rolled up to the device level.

Use the table at the top of the report to spot high busy hours. The graphs below provide hourly and daily views of resource utilization and traffic volume. Use the graphs to:

- View hourly data for yesterday (showing the busy hour in context)
- Compare yesterday's performance to performance throughout the preceding week
- Track average utilization, maximum utilization, and the percentage of exceptions

Is there a correlation between traffic volume and resource utilization? No, usually not. If traffic volume is up, resource utilization could be up, or it could be down. If traffic volume is down, resource utilization should be down also. Low traffic volume, with high resource utilization, could indicate that a resource is not functioning properly.

Device Single View Top Ten Summary

Like the preceding report, this report combines traffic volume statistics with resource utilization statistics. This report looks at yesterday's performance and estimates for future performance. Use it to see which devices ranked worst yesterday and which devices are likely to see poor performance in the near future.

The tables on the left provide statistics for average utilization and yesterday's busy hour. Table entries sort by average utilization, highest to lowest. The tables on the right provide statistics for baseline busy hour, F30, F60, and F90. Table entries sort by F90 value, highest to lowest. Most of the time you will not see the same device listed in both tables, left and right. If the same device appears in both tables, yesterday's performance is probably not an isolated incident; it is instead part of a longer-term trend that may require your attention.

Executive Summary

This is a location-oriented, single view report. After you select a location, the table at the top profiles each customer in terms of yesterday's percentage of exceptions. Use this report to get a sense of how customers compare to each other at each location. The graphs below the table allow you to look at hourly details on a customer-by-customer basis, and you can also compare yesterday's performance to performance during the preceding week.

Executive Summary Aggregate Availability and Traffic

This report provides aggregated information for the day, as opposed to aggregated information for a particular location or customer. The top table gives you daily figures for availability and traffic, and covers the preceding week. The bottom chart provides the same information for each of the previous 30 days. Use the top table to find out if availability and traffic volume are stable, improving, or worsening. Use the bottom table to see whether this week's figures deviate from or align with historic performance.

Executive Summary Top Ten Report

This report highlights exceptions on a customer-by-customer basis and ranks the locations that belong to the selected customer. Use this report to find out:

- Which customers are seeing the most exceptions
- Which locations had the worst performance yesterday
- Which locations are expected to have poor performance in the future

The selection table at the top sorts customers by total exceptions, highest to lowest. The tables along the left sort locations by yesterday's average resource utilization, worst to best, while the tables along the right sort locations by F90 value, worst to best.

Most of the time you will not see the same location listed in both tables, left and right. If the same location appears in both tables, yesterday's performance is probably not an isolated incident; it is instead part of a longer-term trend that may require your attention.

Editing Tables and Graphs


Tables and graphs have view options. Although the default view may be the view you use most of the time, you can easily change to a different view. If you are using Report Viewer, follow these steps to change views:

- 1 Right-click on a table or graph.
- 2 Select one of the optional views.

You can make the following view changes:

- Set Time Period — alter the relative time or set an absolute time period
- Change Constraint Values — display more data or display less data
- Grid (graph only) — display or hide grid lines
- Legend (graph only) — reposition a graph's legend
- Style (graph only) — change the type of graph displayed
- Change Max Rows — display more rows of data or fewer rows of data
- Display Data Table/Overlay Data Table (graph only) — convert the graph to a spreadsheet

If you are using the Web Access Server, follow these steps to change views:

- 1 Specify element editing as a report reference:
 - a Click **Preferences** on the links bar.
 - b Expand **Reports** in the navigation frame.
 - c Click **Viewing**.
 - d Select the **Allow element editing** box.
 - e Click **Apply**.
- 2 Click on  (the Edit icon) next to the table or graph.

You can make the following view changes:

- Max Rows — display more rows or data or fewer rows of data
- Constraints — display more data or display less data
- Time Range — alter the relative time or set an absolute time period
- Graph Style — change the type of graph displayed

Device Single View Summary



The Single View Summary Report provides the network management staff with detailed information on key metrics for individual devices with the highest CPU, Buffer, Memory Utilization, and Traffic Volume.

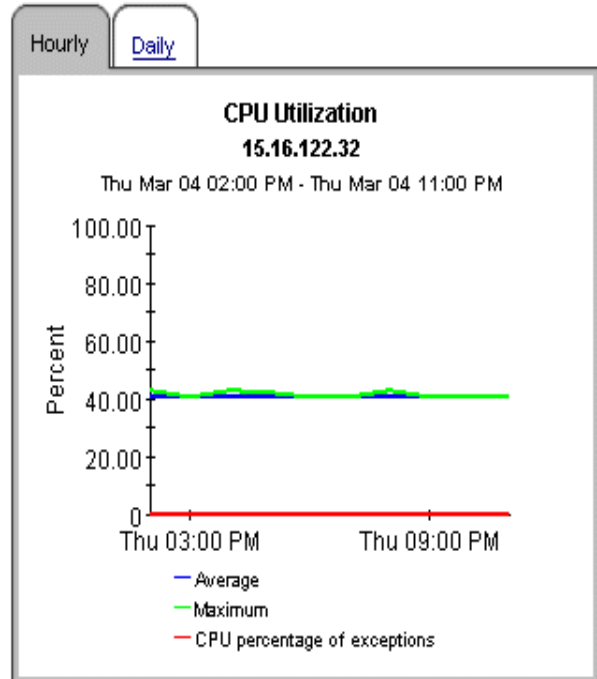
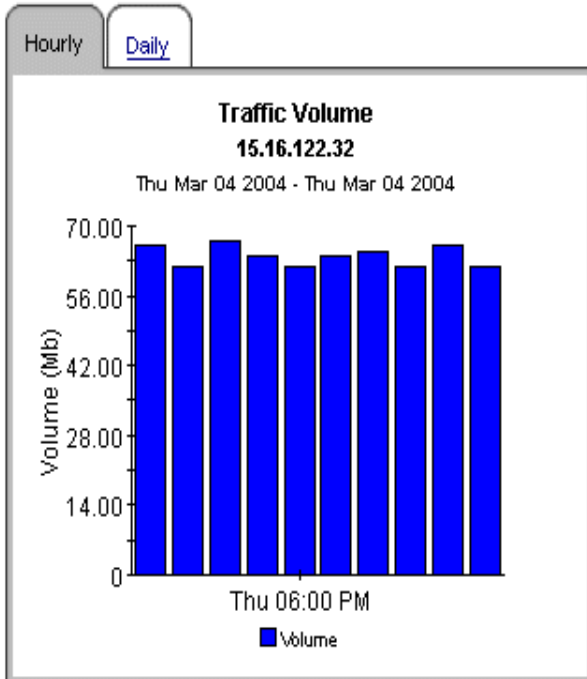
Location Unassigned ▾

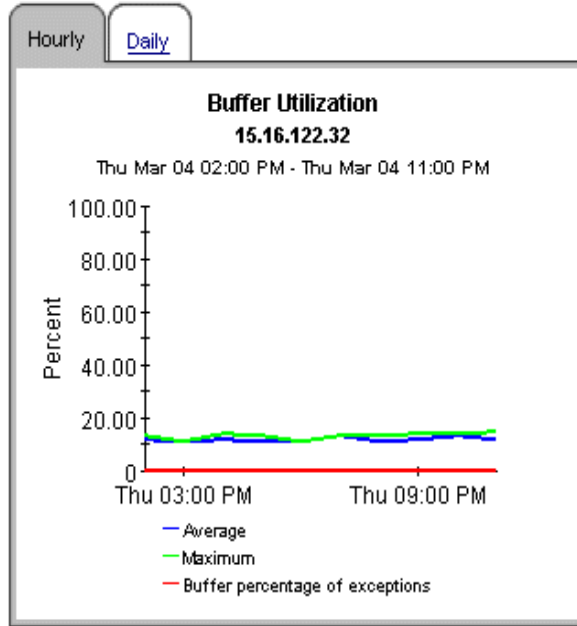
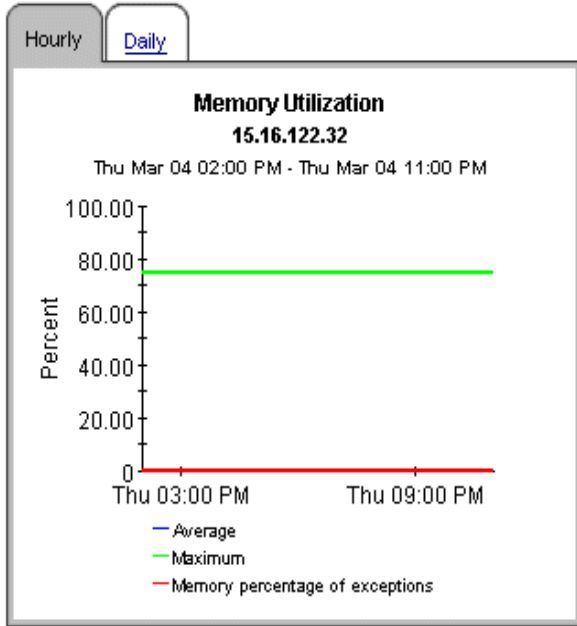
Device Summary

Thu Mar 04 2004

Device	Busy Hour CPU Util	Busy Hour Memory Util	Busy Hour Buffer Util	
15.16.122.32	41	75	13	
15.24.115.2	1	62	0	
15.128.164.163		41	0	
15.128.9.129		30	0	
15.128.9.130		16	5	
15.6.96.1		9	0	

Device: 15.16.122.32 Vendor: Model: Customer: Customer Unassigned





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Device Single View Top Ten



The Device Single View Top Ten Report provides the network manager and other members of the network management staff a list of the top ten devices based on various criteria.

Customer Summary

Thu Mar 04 2004

Customer	Average CPU Util	Average Memory Util	Average Buffer Util
Customer Unassigned	21	39	3

Highest Average CPU Utilization

Thu Mar 04 2004

Device	Average CPU Util	Busy Hour CPU Util
15.6.96.1		
15.128.164.163		
15.128.9.130		
15.128.9.129		
15.16.122.32	41	41
15.24.115.2	1	1

CPU Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Device	Baseline	30th Day	60th Day	90th Day
15.6.96.1				
15.128.164.163				
15.128.9.129				
15.128.9.130				
15.16.122.32	45	38	37	36
15.24.115.2	1	0	0	0

Highest Average Memory Utilization

Thu Mar 04 2004

Device	Average Memory Util	Busy Hour Memory Util
15.16.122.32	75	75
15.24.115.2	62	62
15.128.164.163	41	41
15.128.9.129	30	30
15.128.9.130	16	16
15.6.96.1	9	9

Memory Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Device	Baseline	30th Day	60th Day	90th Day
15.16.122.32	99	70	68	65
15.24.115.2	62	62	62	62
15.128.164.163	41	41	41	41
15.128.9.129	30	30	30	30
15.128.9.130	16	16	16	16
15.6.96.1	9	9	10	10





Highest Average Buffer Utilization

Thu Mar 04 2004

Device	Average Buffer Util	Busy Hour Buffer Util
15.16.122.32	12	13
15.128.9.130	5	5
15.24.115.2	0	0
15.128.9.129	0	0
15.6.96.1	0	0
15.128.164.163	0	0

Buffer Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Device	Baseline	30th Day	60th Day	90th Day
15.16.122.32	33	11	7	3
15.128.9.129	9	2	2	2
15.128.9.130	14	4	3	2
15.128.164.163	5	1	1	1
15.24.115.2	2	1	1	1
15.6.96.1	0	0	0	0

Highest Traffic Volume

Thu Mar 04 2004


Device	Volume	Availability
15.6.96.1	4.72 Gb	95
15.16.122.32	645.28 Mb	39
15.128.9.130	163.97 Mb	66
15.128.164.163	52.59 Mb	100
15.24.115.2	36.29 Mb	27

Traffic Volume Forecast

Sorted by Highest 90 Day Forecasted Value

Device	Baseline	30th Day	60th Day	90th Day
15.16.122.32	3	5	6	8
15.6.96.1	13	10	8	6
15.6.96.1	13	10	8	5
15.16.122.32	3	4	5	5
15.6.96.1	14	10	7	5
15.16.122.32	3	3	3	3
15.6.96.1	12	8	5	2
15.16.122.32	3	2	2	2
15.16.122.32	3	2	2	1
15.6.96.1	14	8	5	1



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Executive Summary



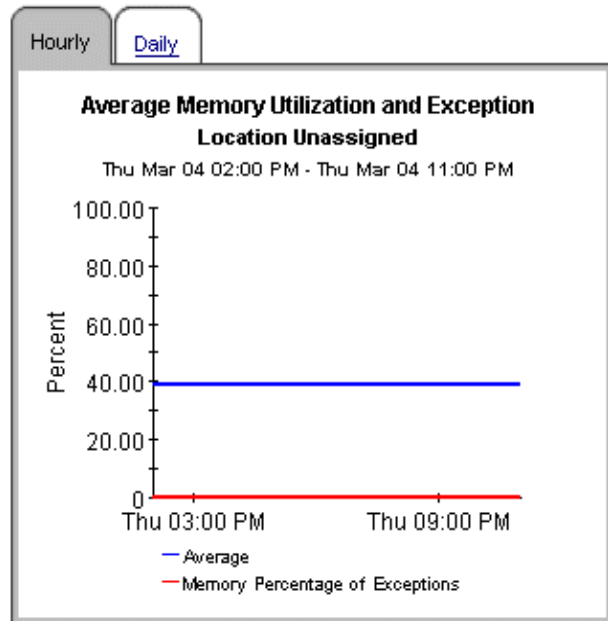
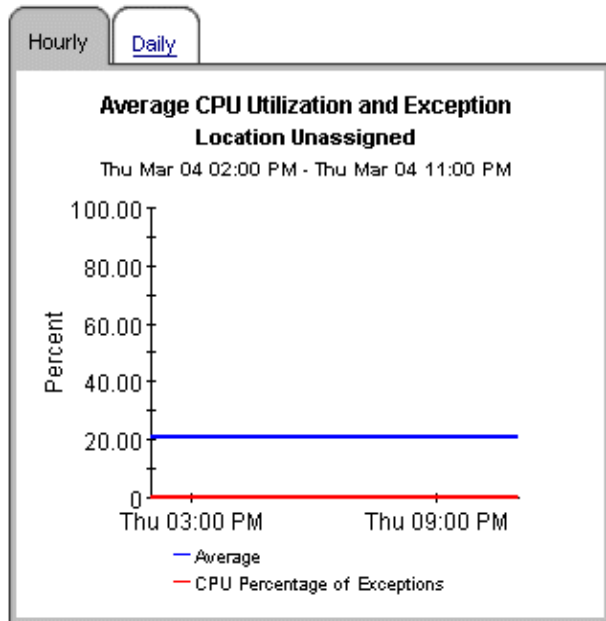
The Executive Summary Report provides CFOs, CIOs, and managers an overview of the performance of corporate devices in the critical areas of CPU/Memory/Buffer utilization, Network Traffic volume and percentage of exceptions by location/region.

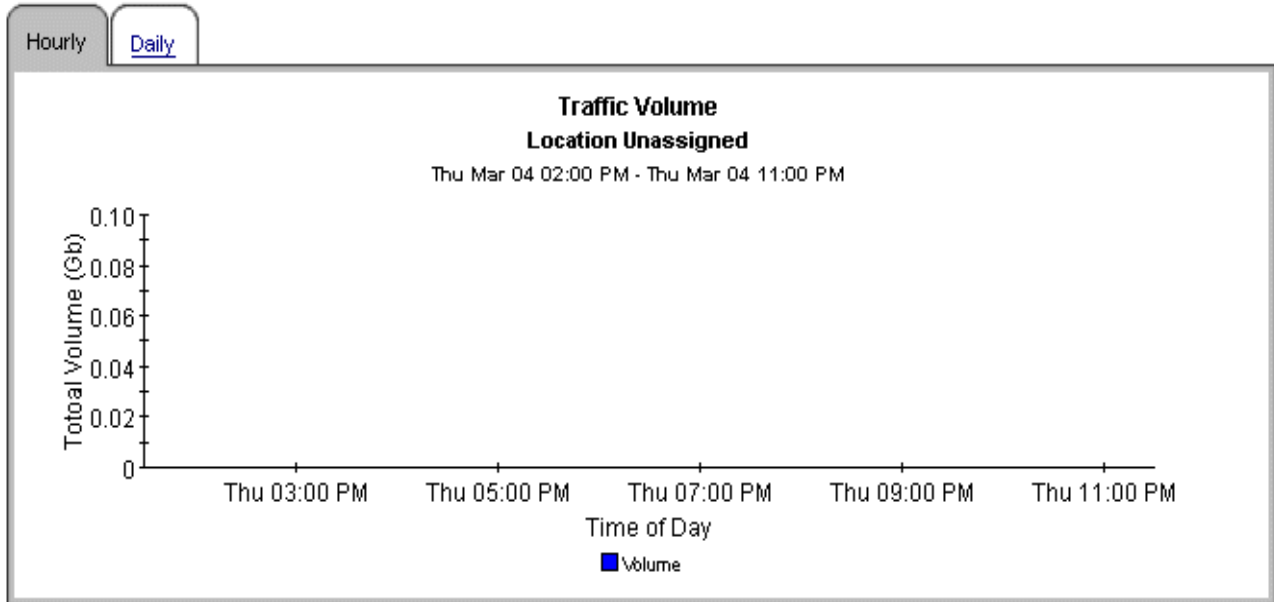
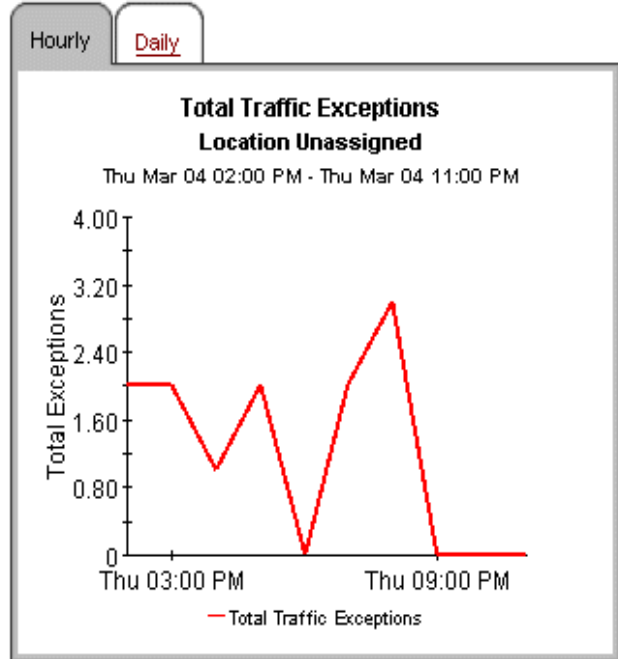
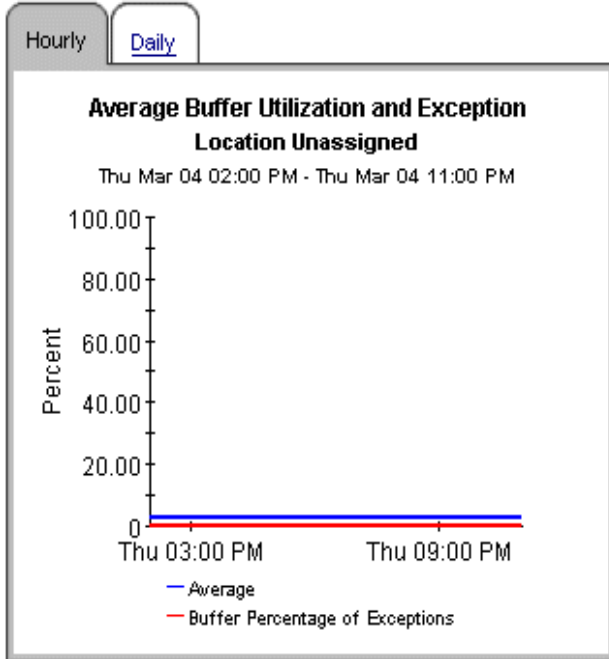
Location Unassigned ▾

Location Exceptions Report

Thu Mar 04 2004

Customer	CPU Util Exceptions	Total Exceptions	Memory Util Exceptions	Buffer Util Exceptions
All Customers	0	0	0	0
Customer Unassigned	0	0	0	0





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Executive Summary

Aggregate Availability & Traffic



This report is designed to display the overall availability for all managed interfaces on all managed devices across the entire enterprise. All devices for all customers are aggregated on a daily basis, and the availability of interfaces is calculated on an interface basis and brought forward in tabular and graphic form. Note: the graph on this report has its minimum y-axis artificially set to 50%, assuming this to be a worst-case basement value. Tune managed interfaces to ensure maximum accuracy of the report.

7-Day Availability History: All Interfaces on All Devices

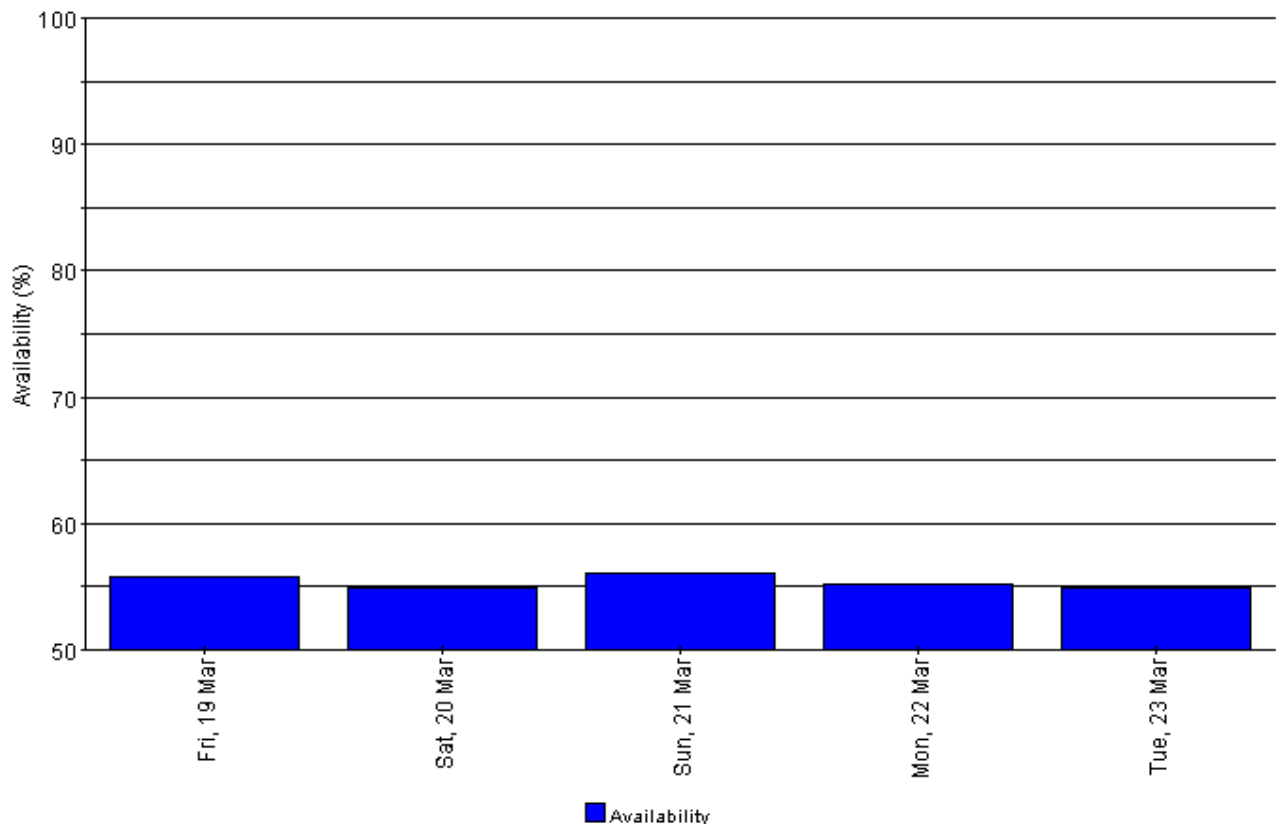
Previous 7 Days

(Availability Alert Rule: Yellow < 90, Red < 75)

Date	Five-Nines Availability (%)	Total Traffic	Total Interfaces	Total Frames	Total Errors	Total Discards
Tue, Mar 23, 2004	54.863	18757116685	70	73836975	243	0
Mon, Mar 22, 2004	55.142	6994959597	70	35499201	331	0
Sun, Mar 21, 2004	56.040	15830307084	70	80518118	712	1
Sat, Mar 20, 2004	54.914	35412656134	70	101276461	858	15
Fri, Mar 19, 2004	55.753	4769669902	70	16774901	124	35

30-Day Daily Availability History: All Interfaces on All Devices

Fri Mar 19 12:00 AM - Tue Mar 23 12:00 AM



Executive Summary

Top Ten



The Executive Summary Top Ten Report provides the network manager and other members of the network management staff a list of the top ten locations/regions based on various criteria.

Customer Exception Counts

Select a Customer for the Top Ten Locations

Thu Mar 04 2004

Customer	Total Exceptions	CPU Util Exceptions	Memory Util Exceptions	Buffer Util Exceptions
Customer Unassigned	0	0	0	0

Highest Average CPU Utilization

Thu Mar 04 2004

Location	Average CPU Util	Busy Hour CPU Util
Location Unassigned	21	21

CPU Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Location	Baseline	30th Day	60th Day	90th Day
Location Unassigned	39	21	20	20

Highest Average Memory Utilization

Thu Mar 04 2004

Location	Average Memory Util	Busy Hour Memory Util
Location Unassigned	39	39

Memory Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Location	Baseline	30th Day	60th Day	90th Day
Location Unassigned	62	68	83	99





Highest Average Buffer Utilization

Thu Mar 04 2004

Location	Average Buffer Util	Busy Hour Buffer Util
Location Unassigned	3	3

Buffer Utilization Forecast

Sorted by Highest 90 Day Forecasted Value

Location	Baseline	30th Day	60th Day	90th Day
Location Unassigned	6	7	9	11

Highest Traffic Volume


Thu Mar 04 2004

Location	Volume	Availability
Location Unassigned	5.6 Gb	56

Traffic Volume Forecast

Sorted by Highest 90 Day Forecasted Value

Location	Baseline	30th Day	60th Day	90thDay
No Data				

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availability

The percentage of time the device is operational. Identifies device outages indicated by the sysUpTime variable but does not account for periods of time the device could not be reached by OVPI.

average utilization

In an hourly graph, this is the average of four samples taken over a one-hour period. In a daily graph, this is the average of 96 samples taken over a 24-hour period.

baseline

The average of 91 busy hour readings over the baseline period.

baseline period

The previous 91 days. Forecasts for F30, F60, and F90 values are based on performance during the baseline period.

busy hour

Highest hourly average for the day, not a peak nor momentary event (actual utilization could be higher or lower during the course of that hour). The highest average hour among 24 hourly averages.

Common Property Tables

Locations and customer names appear in reports if you have imported this information using the Common Property Tables package. Refer to the Common Property Tables user guide for more information about importing this information. If you do not import customer names, data for all customers rolls up under the “All Customers” name. If you do not import locations, data for all locations rolls up under the “All Locations” name.

daily

A view of performance that compares average utilization to busy hour utilization. The number of days that you can see in this view depends on the number of days that data has been collected. The maximum number of days is the baseline period (91 days). Daily views also include performance data from yesterday, the same data visible in the hourly view, rolled up as one average and one busy hour.

device

A router or switch, not a server. In selection tables, devices are listed by IP addresses or hostname.

exception

An event that occurs when utilization exceeds the allowable threshold.

F30 / F60 / F90

The level where utilization or volume is expected to be 30, 60, or 90 days from now. Values are calculated by applying linear regression to busy hour levels over the baseline period.

hourly

An average derived from four collections taken once every 15 minutes. Or, a graph showing yesterday's hourly increases and decreases.

summary

An aggregation of multiple samples. In an hourly graph, an average based on multiple samples collected during one hour. In a daily graph, an average based on multiple samples collected over the course of each day. In customer and location reports, an aggregation of multiple averages for multiple devices across the same hour, day, or month.

threshold

The point at which the acceptable percentage of traffic errors/failures becomes abnormal and may impact response time. The default threshold values for buffer, CPU, and memory utilization is 85%.

utilization

The value of the metric in used divided by the total available resources for that metric, multiplied by 100 (measured as a percentage).