OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Glossary

MERCURY™

BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Glossary

Version 6.1

Document Release Date: March 5, 2006

MERCURY™

Mercury Business Availability Center, Version 6.1
Glossary

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: United States: 5,511,185; 5,657,438; 5,701,139; 5,870,559; 5,958,008; 5,974,572; 6,137,782; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332, 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912; 6,694,288; 6,738,813; 6,738,933; 6,754,701; 6,792,460 and 6,810,494. Australia: 763468 and 762554. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury logo, the Mercury Interactive logo, LoadRunner, WinRunner, SiteScope and TestDirector are trademarks of Mercury Interactive Corporation and may be registered in certain jurisdictions. The absence of a trademark from this list does not constitute a waiver of Mercury's intellectual property rights concerning that trademark.

All other company, brand and product names may be trademarks or registered trademarks of their respective holders. Mercury disclaims any responsibility for specifying which marks are owned by which companies or which organizations.

Mercury provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. Mercury makes no representations or warranties whatsoever as to site content or availability.

Mercury Interactive Corporation
379 North Whisman Road
Mountain View, CA 94043
Tel: (650) 603-5200
Toll Free: (800) TEST-911
Customer Support: (877) TEST-HLP
Fax: (650) 603-5300

© 2005-2006 Mercury Interactive Corporation, All rights reserved

If you have any comments or suggestions regarding this document, please send them via e-mail to documentation@mercury.com.

AMLIB_GLOSS6.1/01

Glossary

This document lists terminology that is used throughout the Mercury Business Availability Center Documentation Library.

This glossary includes terms taken from ITIL (IT Infrastructure Library). For the complete list of terms, refer to the UK Office of Government Commerce site (http://www.ogc.gov.uk/index.asp?id=2261).

ACL

Access Control List. A list that indicates which users or groups have permission to access or modify a particular file. The Windows discretionary access control list (DACL) and system access control list (SACL) are examples of access control lists.

Active Directory (AD)

Microsoft's directory service. Active Directory directory service provides the means to manage the identities and relationships that make up network environments.

Advanced Monitor Options

Guide that provides details on advanced SiteScope topics, including working with SSH and using regular expressions.

aggregated data

See data aggregation.

aggregators

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

alert

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

alert dependency

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

alert scheme

A set of properties that define when, why, and how to send alert notices in Mercury Business Availability Center. You create alert schemes in Platform Administration and Monitor Administration.

Application Administration

Guide that describes how to configure and administer Mercury Business Availability Center applications, including Dashboard, Service Level Management, and End User Management.

audit log

An administrative log that tracks all the configuration changes made by all users accessing Mercury Business Availability Center's administration pages. The log is accessed from Platform Administration.

authentication

A process that enables access to resources. To authorize access to resources, applications first need to authenticate the source of the request. Authentication is the process by which the identity of a subject is verified, and must be performed in a secure fashion. Authentication typically involves the subject demonstrating some form of evidence to prove its identity. Such evidence may be a password, fingerprint, or signed data using a private key. See also principal and credentials.

Auto Discovery Probe

The main discovery component responsible for receiving discovery tasks from the Mercury Business Availability Center server, dispatching them to the IT components, and sending the results back to the CMDB through the server (also known as Discovery Probe).

availability

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

bastion host

A gateway between an internal and an external network, designed to protect the internal network against attacks from the external network.

binding

The network binding of a user to a directory service.

Bus

The Mercury Business Availability Center component, running on the Core Server, responsible for receiving data published by Mercury Business Availability Center components, and making it available to other Mercury Business Availability Center components that require the data. Components that require the data attach to the Bus and subscribe to the relevant data type to retrieve the data.

business group

In Analytics, entities used to group columns in Analytics reports. You can use business groups to create a hierarchy in the available fields.

Business Logic Engine

Component that handles calculations and logic for Dashboard and Service Level Management, and is responsible for generating CIs for a Dynamic Node Factory. The business logic offline and online aggregators are subcomponents of the Business Logic Engine.

business process

Business Process profile – a virtual-user profile (executed by a Business Process Monitor).

Business Process transaction – virtual-user transactions.

Business Process Monitor

A Mercury Business Availability Center data collector that runs profiles and collects performance data by emulating end users performing typical business processes in applications.

Business Process Monitor Administration

Guide that describes how to deploy and administer the Business Process Monitor data collector.

Business Process profile

An entity that you define in Monitor Administration. The profile's settings and properties contain the instructions for how to manage the data collected by the Business Process Monitor.

business rule

Defines the logic to be performed (by the Business Logic Engine) to calculate the measurement for a KPI.

CA

Certification Authority. A trusted third-party organization or company that issues digital certificates used to create digital signatures and public-private key pairs.

calendar

To work with the calendar, choose a month, year, and time and click a date in the calendar table. Use the forward and back arrows on either side of the selected month to move the time period forward or back by a month. Click **OK** to accept the date you chose. Click **Current** to reset the calendar to the default day, month, year, and time. Click **Cancel** to close the calendar without changing the start date.

category

In Monitor Administration, a user-defined value that can be assigned to any element in the deployment hierarchy and is used to aid in managing monitors across an enterprise.

CDM

Configuration Data Model. A Dashboard component, installed on the Centers Server. The CDM is a central repository for configuration information that is gathered from the various Mercury Business Availability Center and third-party applications and tools. This information is used to build Dashboard views. Adapters framework service, installed on the Data Processing Server. The CDM service is responsible for adding data collector entities to the CMDB.

CDM service

The CDM (configuration data model) service is responsible for adding data collector entities to the CMDB.

Centers Server

The Mercury Business Availability Center server responsible for running Mercury Business Availability Center applications, reporting, and the Administration Console.

certificate

A stream of bytes that represent a signed authorization from a trusted source that is used to perform an SSL encryption.

CI

See configuration item.

CIDR

Classless Inter-Domain Routing. An IP addressing scheme replacing the older system of classes (A, B, and C.) With CIDR, a single IP address can be used to designate many unique IP addresses. A CIDR IP address looks like a normal IP address, but it ends with a slash followed by a number, called the IP network prefix (for example, 172.200.0.0/16). The IP network prefix specifies how many addresses are covered by the CIDR address, with lower numbers covering more addresses.

CIT

See configuration item type.

CI Type Manager Administration

Guide that describes how to work with the different types of configuration items.

Class A network

The first 8 bits (the first octet) of the IP address identify the network and the remaining 24 bits indicate the host within the network. An example of a Class A IP address is 102.168.212.226, where "102" identifies the network and "168.212.226" identifies the host on that network. The binary address starts with 0, therefore the decimal number identifying the network can be anywhere from 1 to 126.

Class B network

The first 16 bits (the first two octets) of the IP address identify the network and the remaining 16 bits indicate the host within the network. An example of a Class B IP address is 168.212.226.204 where "168.212" identifies the network and "226.204" identifies the host on that network. The binary addresses starts with 10, therefore the decimal number identifying the network can be anywhere from 128 to 191. (The number 127 is reserved for loopback and is used for internal testing on the local machine.)

Class C network

The first 24 bits (the first three octets) of the IP address identify the network and the remaining 8 bits indicate the host within the network. An example of a Class C IP address is 200.168.212.226 where "200.168.212" identifies the network and "226" identifies the host on that network. The binary addresses starts with 110, therefore the decimal number identifying the network can be anywhere from 192 to 223.

Client Monitor

A Mercury Business Availability Center data collector that enables administrators to monitor end user machines and collect data about user activity on those machines.

Client Monitor Administration

Guide that describes how to deploy and administer the Client Monitor data collector.

Client Monitor Administration Kit

A component of Client Monitor that is installed on machines of staff who set up and deploy Client Monitor Agents for monitoring end user activity.

Client Monitor profile

An entity that you define in Monitor Administration. The profile's settings and properties contain the instructions for how to manage the data collected by the Client Monitor.

cluster

(Service Level Management) A group of computers working as though they are a single unit. For example, an Internet search engine may be running "a few thousand" servers in a cluster (http://en.wikipedia.org/wiki/Google_platform). Service Level Management monitors cluster availability.

CMDB

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

CMDB service

A configuration data model that includes Mercury Business Availability Center components, installed on the Data Processing Server. The CMDB is a central repository for configuration information that is gathered from the various Mercury Business Availability Center and third-party applications and tools. This information is used to build Mercury Business Availability Center views.

configuration item

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

configuration item type

The category for each configuration item (CI) used in Mercury Business Availability Center. Each CIT provides a template for creating the CI and its associated properties.

Configuration Item Type Model

The definitions of all the configuration items types (CITs) defined in the system and the relationships that define the connection between them.

Configuring SiteScope Alerts

Guide that provides instructions on how to configure SiteScope alerts.

Configuring SiteScope Monitors

Guide that describes how to configure within Monitor Administration each of the SiteScope monitors.

Configuring SiteScope Reports

Guide that provides instructions on how to configure SiteScope reports.

Core Server

The Mercury Business Availability Center server responsible for receiving data samples from the data collectors, distributing the data to the relevant Mercury Business Availability Center components, and supporting the Bus.

credentials

In an authentication strategy, a subject may also own security-related attributes, which are referred to as "credentials." A credential may contain information used to authenticate the subject to new services. Such credentials include passwords, Kerberos tickets, and public key certificates. Credentials might also contain data that enables the subject to perform certain activities. Cryptographic keys, for example, represent credentials that enable the subject to sign or encrypt data. See also authentication and principal.

custom data (UDX)

See UDX (custom data).

Dashboard

Provides an executive summary of real-time and over time performance information using Key Performance Indicators (KPI's), presented in various formats including tables, charts, and graphs. Enables user to drill down from critical applications and business processes to the underlying IT infrastructure.

Dashboard service

A service on the Data Processing Server that is responsible for online business logic calculations.

data aggregation

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

data collector

Mercury Business Availability Center collects availability and performance data by deploying monitors throughout an organization's IT infrastructure. The data collectors run those monitors and include Business Process Monitor, Client Monitor, and SiteScope.

Data Collector Overview

Guide that provides an overview of the various data collectors available in Mercury Business Availability Center and how they work with their various monitored environments.

Data Processing Server

The Mercury Business Availability Center server responsible for aggregating data, running the Business Logic Engine, and controlling the Mercury Universal CMDB.

defect

In Service Level Management, Six Sigma, nonconformity in a product or process. In the case of Service Level Management, for availability objectives, a failure is considered a defect; for performance objectives, not meeting the target performance is considered a defect.

Deploying Servers

Guide that describes how to deploy Mercury Business Availability Center servers in the enterprise network environment.

desktop

In Client Monitor, the end-user's machine on which the Client Monitor Agent runs.

Diagnostics

See Mercury Diagnostics.

Discovery Manager Administration

Guide that describes how to activate the discovery patterns needed to run the discovery process.

Discovery Manager Tutorial

A self-paced guide that teaches you how to run the discovery process.

discovery pattern

An XML file that executes a discovery task. It contains a definition of the CIs and the relationships that are created with each specific pattern. The definitions are taken from the CIT model (see configuration item type model). When a discovery pattern is activated, it creates instances of the CIs discovered, the relationships between the discovered CIs, and places them in the Mercury Universal CMDB.

discovery process

The mechanism that enables the collection of system data by discovering the IT infrastructure resources and their interdependencies. It can discover such resources as applications, databases, network devices, different types of servers, and so on. Each discovered IT resource is then delivered and stored in the Mercury Universal CMDB where it is represented as a managed CI. The discovery process is run by activating discovery pattern (see discovery pattern).

distinguished name

A complete and unique name that can tell two users apart, used during authentication. The name is built as a list of pairs of key and value such as: **dn: cn=John Smith, cn=Users, ou=Sales, dc=USA, dc=Mercury, dc=com**.

DNS

Domain Name System. The system by which hosts on the Internet have domain name addresses (such as mercury.com) and IP addresses (such as 112.34.56.78). The domain name address is used by human users and is automatically translated into the numerical IP address, which is used by the packet-routing software. DNS is also the acronym for Domain Name Service, the Internet utility that implements the Domain Name System. DNS servers, also called name servers, maintain databases containing the addresses and are accessed transparently by the user.

Documentation Library Updates

Guide that lists details of updates to the Documentation Library.

downtime

Events known either in advance or after the fact, that can skew results and, therefore, can be excluded from reports.

DPMO

Defects Per Million Opportunities. In Service Level Management, used with Six Sigma calculations. The number of defects observed during a standard production run, divided by the number of opportunities for a defect to be made during that run, multiplied by one million. The aim of Six Sigma is to reach 3.4 defects per million opportunities.

DSN

Data Source Name. The logical name used by Open Database Connectivity (ODBC) to refer to the drive and other information required to access data. The name is used by Internet Information Services for a connection to an ODBC data source, such as an MS SQL Server database.

Dynamic Node Factory

Template used by Mercury Business Availability Center to dynamically create CIs and build hierarchies based on incoming data samples.

EJB

Enterprise JavaBeans™. A component architecture for the development and deployment of object-oriented, distributed, enterprise-level applications. Applications written using the Enterprise JavaBeans architecture are scalable, transactional, and secure.

EMS integration

The ability of Mercury Business Availability Center to integrate with existing EMS (Enterprise Management Systems) software. Mercury Business Availability Center provides the following types of EMS integration: SiteScope Integration Monitors to integrate alerts and events generated by EMS software into Mercury Business Availability Center reports; EMS adapters to integrate alerts generated by Mercury Business Availability Center into your EMS program.

End User Management Data Collector Configuration

Guide that describes how to configure Business Process Monitor and Client Monitor profiles and monitors, and the Real User Monitor, within Monitor Administration.

Enterprise

In Monitor Administration, the top-level node in the deployment hierarchy, representing a company's entire monitoring infrastructure.

ETTR

Estimated Time to Repair. A value used in ticketing systems to define the expected amount of time till the problem is resolved.

event

In Service Level Management, a sample data type that indicates the status update of a specific entity. Events are usually reported upon a status change or when an update is triggered (not on a periodic basis).

Excel reports

User reports that take advantage of the charting abilities of Microsoft Excel, to display various types of data collected by Mercury Business Availability Center data collectors.

FQDN

Fully Qualified Domain Name. A fully qualified domain name consists of a host and domain name, including a top-level domain. For example, www.mercury.com is a fully qualified domain name. **www** is the host, **mercury** is the second-level domain, and **.com** is the top level domain.

generic data samples

Event data sent from another application (for example, an enterprise management system), an external data source, or an internal data source (for example, from a Real User Monitor). The data is sent as samples and can be used by Service Level Management and in trend reports.

Getting Started with Mercury Business Availability Center

Guide that helps you get Mercury Business Availability Center up and running in your organization by providing a roadmap, process checklists and flowcharts, and other key information.

Global Monitor

See Mercury Global Monitor.

Glossary

This guide. Defines key terms used in Mercury Business Availability Center.

granularity

Determines how many measurement samples the Mercury Business Availability Center applications display in reports. By default, reports are limited to a maximum of 31 samples. Thus, for example, if you select the **Day** time range and the **minutes** granularity, since there are 1,440 minutes in a day and a maximum of 31 samples on a graph, the granularity ranges from **every 47 minutes** (1440/31=46.4, rounded up to 47) to **every 59 minutes** (above 59 minutes, you use the **hour** granularity unit).

Additional examples:

If you select the **Day** time range and a granularity of **every 1 hour**, Mercury Business Availability Center displays the report using 24 samples (1 hour x 24 = 1 day).

If you select the **Month** time range and a granularity of **every 1 week**, Mercury Business Availability Center displays the report using 4 samples (1 week x 4 = 1 month).

group

In Business Process profile, an entity used to categorize the various host machines running the Business Process Monitor, according to the criteria you are most interested in tracking. For example, if different hosts are connected to different Internet Service Providers (ISPs), you could group your hosts by ISP. Other examples of meaningful groups are network connection, browser type, and department. Groups are used by Mercury Business Availability Center to organize and break down reports on application performance.

group rule

(Service Level Management)Type of business rule that can be added to an SLA or to all CIs in the hierarchy, apart from the leaf node. See also monitor rule, sibling rule.

Hardening the Platform

Guide that describes how to harden the Mercury Business Availability Center platform to provide a secure environment for the Mercury Business Availability Center software and hardware.

hop

An intermediate server that the data packet encounters before it reaches its destination. A route can comprise several hops.

host

Machine on which you install Business Process Monitor, which performs the work you define in Business Process profiles, for example running scripts and WebTrace.

I18N

Internationalization. An I18N-compatible deployment is one that has the ability to input and process data in any language when all the system components and data are using the same character set.

instance view

A type of service view that is built using the IT Universe editor, by adding and defining CI instances and relationships directly within the view. All new CIs and relationships are created in the view and in the CMDB, and may impact on other views.

Integrating with Third-Party Applications

Guide that describes how to work with Mercury Business Availability Center third-party integration tools, including the Generic Data Engine API (used to extract data from Mercury Business Availability Center for use with third-party or custom tools) and EMS adapters (used to integrate alerts generated by Mercury Business Availability Center into your enterprise management console).

IP address

A unique address that identifies a host on a network. It identifies a computer as a 32-bit address that is unique across a Transmission Control Protocol/Internet Protocol (TCP/IP) network. An IP address is usually represented in dotted-decimal notation, which depicts each octet (eight bits, or one byte) of an IP address as its decimal value and separates each octet with a period. For example: 172.16.255.255.

ISAPI

An application program interface that resides on a server computer for initiating software services tuned for the Microsoft Windows operating system. It is used for developing extensions to IIS and other HTTP services that support the ISAPI interface.

IT Universe Manager Administration

Guide that provides detailed instructions on how to configure and administer the Mercury Business Availability Center IT Universe.

IT universe model

Part of the CMDB, responsible for holding the CIs and the relationships between the CIs. The IT universe model is organized into a hierarchical format that represents your organization's IT environment.

J2EE

Java 2 Enterprise Edition. The J2EE platform manages the infrastructure and supports the Web services to enable development of secure, robust, and interoperable business applications.

J2EE application

Any deployable unit of J2EE functionality. This can be a single module or a group of modules packaged into an .ear file with a J2EE application deployment descriptor. J2EE applications are typically engineered to be distributed across multiple computing tiers.

JBoss

An Open Source, standards-compliant application server implemented in 100% pure Java that is based on the J2EE specification.

JDBC

Java Database Connectivity. An industry standard for database-independent connectivity between the Java platform and a wide range of databases. The JDBC interface provides a call-level API for MS SQL-based access.

JNDI

Java Naming and Directory Interface. A standard extension to the Java platform, providing Java technology-enabled applications with a unified interface to multiple naming and directory services in the enterprise.

JSP

JavaServer Page™ . An extension to the Java servlet technology developed by Sun.

JVM

Java Virtual Machine. A “machine within a machine” that mimics a real Java processor, enabling Java bytecode to be executed as actions or operating system calls on any processor regardless of the operating system.

Key Performance Indicator (KPI)

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

L10N

Localization. An L10N-compatible deployment is one in which the user interface and the documentation are translated into a non-English language.

LDAP

Lightweight Directory Access Protocol. A lightweight protocol for accessing directory services, specifically X.500-based directory services. Monitor Administration configuration data is stored using an LDAP database. LDAP runs over TCP/IP or other connection oriented transfer services. For details on LDAP, see the OpenLDAP Web site: http://www.openldap.org/.

locale

A collection of rules and data specific to a language and a geographic area. Locales include information on sorting rules, date and time formatting, numeric and monetary conventions, and character classification.

location

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

LRDT service

The service that updates data used by the watchdog monitor service on the Data Processing Server, that is responsible for checking the status and well being of Mercury Business Availability Center components.

management database

The Mercury Business Availability Center database used to store system-wide and management-related metadata for the Mercury Business Availability Center environment.

Managing SiteScope

Guide that provides information about managing a SiteScope server within Monitor Administration, including defining preferences and ensuring the health of the SiteScope server and its running monitors.

MDAC

Microsoft Data Access Component. Installed on Mercury Business Availability Center Core Servers (Windows platforms), to provide Microsoft SQL Server OLE DB provider and ODBC driver.

measurement

A data unit that measures performance.

Mercury Application Management

Former name of Mercury Business Availability Center 5.0.

Mercury Business Availability Center

Mercury's solution for real-time performance and availability monitoring from a business perspective, service level management, end-user management, system availability management, and custom reporting.

Mercury Business Availability Center machine

Any machine on which a server or component of Mercury Business Availability Center is installed.

Mercury Diagnostics

A Mercury Business Availability Center application that enables you to monitor the resource usage of J2EE-compliant and .Net application servers.

Mercury Global Monitor

A Web-based monitor that enables users to run scripts on Business Process Monitor machines—hosted by Mercury—located at various points of presence around the globe.

Mercury Self-Alert Monitor

A group in SiteScope that monitors the Mercury Business Availability Center environment, and checks that Mercury Business Availability Center is functioning correctly. If SiteScope discovers a problem, it can send alerts to designated users.

Mercury Universal CMDB

See CMDB.

Mercury Virtual User Generator

A tool for recording Virtual User scripts. The scripts are run by Business Process profiles to emulate end-user experience and monitor application performance.

monitor

In Mercury Business Availability Center, a component used to collect data. Data collectors include Business Process Monitor, Client Monitor, and SiteScope.

Monitor Administration

An area of the Administration Console used to centrally configure and manage all data collector profiles and monitors. These include multiple instances of SiteScope, Business Process and Client Monitor profiles, and Real User Monitor engines. Enables enterprise-level administration with global search and replace, view filters, and the use of templates for rapid monitor deployment.

Monitor Deployment Wizard

The Monitor Deployment wizard uses pre-defined templates to deploy SiteScope monitors onto existing configuration items in the CMDB.

monitor rule

(Service Level Management) Type of business rule that can be added to a leaf node. See also group rule, sibling rule.

multiple-language deployment

A deployment that has the ability to input and process data in any language when all the system components and data are using different character sets.

NOA service

A service that validates and synchronizes new tasks for the offline aggregator on an hourly basis.

notification template

Specifies the information that Mercury Business Availability Center includes when it sends various types of alert notices.

NTFS

A file system designed for use specifically with the Windows operating system. It supports long file names, full security access control, file system recovery, extremely large storage media, and various features for the Windows POSIX subsystem. It also supports object-oriented applications by treating all files as objects with user-defined and system-defined attributes.

objective

The goal against which availability and performance is measured for a KPI. In Service Level Management, the objective is set per time interval. In Dashboard, status is assigned to a KPI based on how well the objective was met.

OpenAPI Query Builder

A Web interface that assists in creating queries, which can then be sent via a Web browser to the Generic Data Engine to extract data from the Mercury Business Availability Center profile database.

opportunity

In Service Level Management, Six Sigma, anything that you inspect, measure, or test on a unit, that provides a chance of allowing a defect. In the case of Service Level Management, a transaction is an opportunity.

outlier

An extreme measurement that can distort results. You set thresholds for outlier values and define whether outliers should be excluded from reports or treated as failed transactions.

Packager service

A service that enables you to deploy and remove packages, and display the currently deployed packages.

pattern view

The pattern view enables the query to the Mercury Universal CMDB by defining topology query language (TQL) queries (see topology query language).

performance

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

Platform Administration

An area of the Administration Console in which initial and ongoing Mercury Business Availability Center administrative tasks are performed, for example, creating profile databases, configuring alert schemes, defining users and permissions, and defining scheduled reports.

Platform Administration

Guide that describes how to configure and administer the Mercury Business Availability Center platform, including database management, alert configuration, and user permission and security administration.

PNR

Point of No Return – A value used in Dashboard to define what percentage of the unavailability time has passed for an SLA, and how much more time may elapse before the SLA is in breach of contract.

Preparing the Database Environment

Guide that describes how to prepare and configure the enterprise database infrastructure to work optimally with Mercury Business Availability Center, including how to set up a recommended database configuration.

principal

In an authentication strategy, once authenticated, a subject is populated with associated identities, or "principals." A subject may have many principals. For example, a person may have a name principal ("Alice Chen") and an SSN principal ("123-45-6789"), which distinguish it from other subjects. See also authentication and credentials.

profile

A set of properties that instructs Mercury Business Availability Center how and when to collect performance data. You create profiles in Monitor Administration. Profile types include: Business Process profiles, Client Monitor profiles, and SiteScope profiles.

profile database

The Mercury Business Availability Center database(s) used to store raw and aggregated measurement data obtained from the Mercury Business Availability Center data collectors.

Purging Manager

A tool that enables Mercury Business Availability Center to automatically remove historical data from profile databases.

QuickTest Professional

A Mercury enterprise functional testing tool, used to record tests. The tests form the basis of scripts, run by Mercury Business Availability Center Business Process profiles to emulate end-user experience and monitor application performance. You use QuickTest Professional to record scripts for Web-based applications that include Java applets and ActiveX.

QuickTest Professional for mySAP.com Windows Client

A Mercury enterprise functional testing tool, used to record tests for SAP applications. The tests form the basis of scripts, which are run by Mercury Business Availability Center Business Process profiles to emulate end-user experience and monitor application performance of SAP applications running on Windows.

raw data

Information collected by Mercury Business Availability Center from various data sources and not yet aggregated.

Readme

A file providing a list of version limitations and last minute updates that is accessed from the Mercury Business Availability Center CD-ROMs.

Real User Monitor

A Mercury Business Availability Center data collector that monitors real traffic, enabling you to measure the end-user experience of real users and quantify the business impact of detected performance issues.

Real User Monitor Administration

Guide that describes how to deploy and administer the Real User Monitor data collector.

Real User Monitor Engine

The component of the Real User Monitor data collector that analyzes the data collected by the probe and transmits the data to the Core Server.

Real User Monitor Probes

A non-intrusive, passive listening device that is plugged into the switch used by the Web servers and is subject to the same traffic the server receives.

recipient

Users who are configured to receive alerts, scheduled reports, and package information (Mercury Managed Services only) via e-mail, SMS, or pager.

Reference Information

Guide that provides general reference information (for example, allowed names and time zones) as well as details on working with Mercury Business Availability Center log files and samples.

relationships

A component of the CMDB that defines the link between two CIs. Relationships represent the dependencies and connections between the entities in your IT environment.

report

A presentation of data collected by Mercury data collectors. Mercury Business Availability Center reports display a variety of data that enable you to track and analyze the performance of monitored applications and infrastructure components.

report repository

In Service Level Management, a repository of reports that have been saved.

repositories

Provide definitions for objects in the Mercury Business Availability Center system. The Repositories GUI (accessible from Dashboard Administration or Service Level Management Administration) provides a user interface for viewing and customizing the definitions contained in the repository XML definition files.

RFC

Request for Comments. A document that describes the specifications for a recommended technology.

router

A device that connects any number of LANs. Routers use headers and a forwarding table to determine where packets go, and ICMP to communicate with each other and configure the best route between any two hosts.

SAP service

A service that links data retrieved from SiteScopes and Business Process Monitors to SAP related entities brought from Mercury Application Mapping, for Mercury Business Availability Center compatibility.

script

A saved set of transactions. You record and save scripts in Mercury Business Availability Center recording tools, such as Virtual User Generator.

Script Recording Tips

Guide that provides tips on recording Business Process Monitor scripts for use in Mercury Business Availability Center.

script repository

A central storage in which all Business Process Monitor, Client Monitor, and QuickTest Professional scripts are stored. The repository stores scripts into logical groups and enables version control and version updates

scripting tools

Mercury tools used by administrators to create the scripts that are used by Business Process Monitor and Client Monitor to collect data for monitored applications.

selector

A filter definition that defines and catches the data samples which are relevant for a KPI. A selector is defined as part of the monitor rule for a KPI attached to a monitor-type CI, or as part of a Dynamic Node Factory CI definition.

service

In Service Level Management, a method for organizing results in a meaningful manner.

Service Level Management

A Mercury Business Availability Center application that enables users to monitor SLA compliance by comparing SLA objectives to collected performance and availability data.

service view

Facilitates the management of the CIs in the IT Universe model of the CMDB. The CIs in a service view are a subset of the overall CMDB. The service view may be pattern or instance type, and is selected and displayed using the View Explorer.

sibling rule

(Service Level Management)Type of business rule that requires the results of a sibling rule, before performing its own calculation. See also monitor rule, group rule.

signed applet

An applet is a program designed to be executed from within another application. Applets differ from full-fledged Java applications in that they are not allowed to access certain resources on the local computer and are prohibited from communicating with most other computers across a network. Signed applets are a technique of adding a digital signature to an applet to prove that it came unhampered from a particular trusted authority. Signed applets can be given more privileges than ordinary applets.

SiteScope

A Mercury Business Availability Center data collector used for collecting performance data from network, application, database, and Web servers.

SiteScope Administration

Guide that describes how to install and administer the SiteScope data collector.

SiteScope group

A group of SiteScope monitors. Groups help you organize performance data in SiteScope reports according to your monitoring and tracking priorities. SiteScope groups can contain monitor subgroups to ease the administration of monitoring large multi-server environments.

SiteScope measurement

A measured SiteScope value. Transaction time, database query time, and CPU utilization are all examples of SiteScope measurements.

SiteScope monitor

A set of configurations that enables the collection of data for one aspect of the monitored environment (for example, a specific type of server). A monitor reports a status of OK, warning, or error, based on criteria that you can control.

SiteScope profile

An entity that you define in Monitor Administration for the profile database, and to which you connect in a SiteScope, to enable Mercury Business Availability Center to integrate SiteScope data into Mercury Business Availability Center reports.

Six Sigma

In Service Level Management, Six Sigma, named after the Greek letter sigma (σ), is a discipline that enables companies to eliminate costly defects in their operations, and to realize breakthrough profits. To achieve this, Six Sigma managers use data and statistical analysis to locate process errors. A sigma rating is then determined. This rating pinpoints the number of defects-per-million-opportunities in any manufacturing, service or transactional procedure (six sigma meaning no more than 3.4 parts per million).

SLA

Service Level Agreement. In Service Level Management an agreement, usually between an organization and a service provider, that outlines standards and expectations of service levels.

snap-ins

Programs hosted within Microsoft Management Console (MMC) that administrators use to manage network services. The MMC provides the environment in which management tools (snap-ins) are hosted; snap-ins provide the actual management behavior necessary to administer network services such as IIS.

source adapters

Defines an XML file that creates CIs and the CI hierarchy for the monitoring objects in Mercury Business Availability Center, and provides mapping between the created CIs and the incoming data samples.

Source Manager Administration

Guide that describes how to work with the CMDB Administration Source Manager. The Source Manager's predefined definitions provide all the tools required to harness data from the data sources used by Dashboard, and enable using the received information to build views for the Dashboard application.

SSL

Secure Sockets Layer. The leading security protocol that encrypts and decrypts a message for online transmission and authentication.

stateful

Being able to keep track of the current status of an application or process.

system hardening

A method of configuring a system to prevent attacks on it.

System Health

A page in the Administration Console that enables high-level administrators to manage the workload of the Data Processing Servers and the services they are running by reassigning services among servers in response to resource issues or for maintenance purposes.

system tickets (Mercury Managed Services)

Mercury Managed Services operators use system tickets to communicate with customers when the customer's system encounter problems or to inform the customer about scheduled maintenance.

template

In Monitor Administration, a user-defined set of configurations that enable the efficient deployment of monitors.

Tomcat servlet engine

An Apache application server that executes Java servlets and renders Web pages that include Java Server Page coding. In Mercury Business Availability Center, Tomcat is responsible for handling the creation of dynamic HTML content for the Mercury Business Availability Center Web interface.

Topaz

A former name of Mercury Business Availability Center.

Topology Query Language (TQL)

A language and tool for discovering, organizing, and managing IT infrastructure data. It is used to create queries that retrieve specific data from the CMDB and display that data.

transaction

Client Monitor (formerly business process). A set of user actions and configurations that creates a meaningful monitoring unit for a specific user and describes the activity that is to be monitored on end-user machines.

transaction

Any series of steps that an end user performs in an application, whose performance you want to monitor. Transactions are recorded using Mercury Business Availability Center recording tools and saved in scripts. When replayed, transaction response time and availability data is collected. You view transaction performance data in Mercury Business Availability Center reports.

transaction availability

The state of a transaction – transactions that complete (pass) are considered available; transactions that do not complete (fail) are considered not available.

transaction breakdown

A function of Mercury Business Availability Center that enables transaction response time data to be broken down and viewed according to time spent on the network, server, and client.

transaction failure

A state describing a transaction that does not complete its run, either due to error or time-out.

transaction response time

The time it takes for a prerecorded transaction to be completed.

transaction thresholds

Performance boundaries that enable Mercury Business Availability Center applications to organize performance data in a meaningful way. Formerly, service level threshold.

tree structure

In data structures, a series of connected nodes without cycles. One node is termed the root and is the starting point of all paths, other nodes termed leaves terminate the paths.

Troubleshooting Resources

Guide that lists resources that are available to aid in troubleshooting problems that arise while working with or administering Mercury Business Availability Center.

UDX (custom data)

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

Upgrading Mercury Business Availability Center

Guide that describes how to upgrade to Mercury Business Availability Center 6.1.

user action

Client Monitor (formerly transaction). The smallest available monitoring unit.

user group

Users can be grouped for permissions management, enabling administrators to more efficiently apply permissions to groups of users performing the same tasks and requiring the same permission levels.

Using Client Monitor Recorder

Guide that describes how to use the Client Monitor recorder to record business process to be monitored on client machines.

Using Dashboard

Guide that describes how to work with the Mercury Business Availability Center Dashboard.

Using End User Management

Guide that describes how to work with the End User Management application.

Using Mercury Virtual User Generator

Guide that describes how to work with the Mercury Virtual User Generator (VuGen) to create scripts for Business Process profiles.

Using Service Level Management

Guide that describes how to work with the Service Level Management application.

Using System Availability Management

Guide that describes how to work with the System Availability Management application.

Application Performance Lifecycle

Guide that describes how to work with the Application Performance Lifecycle application.

UTF-8

A method of transforming all Unicode characters into a variable length encoding of bytes. UTF-8 has the following advantages: Unicode characters corresponding to the familiar ASCII set have the same byte values as ASCII, and Unicode characters transformed into UTF-8 can be used with much existing software without extensive software rewrites.

UTF8 is an Oracle name for a character set that supports UTF-8.

view

See service view.

View Explorer

A tool used in various Mercury Business Availability Center applications for displaying, managing, and searching within the service views.

View Manager Administration

Guide that describes how to create, and navigate through, the views in the CMDB.

Viewsys service

Viewing system and package manager service, installed on the Data Processing Server. The Viewsys service manages Mercury Business Availability Center views.

Virtual User Generator

A tool for recording Virtual User scripts. The scripts are run by Business Process profiles to emulate end-user experience and monitor application performance.

Web Service

Enables client-side scripts to invoke remote methods exposed by Web Services, or other Web servers, which support the SOAP and Web Services Description Language (WSDL) 1.1. This behavior provides developers the opportunity to use and leverage SOAP, without requiring expert knowledge of its implementation. The Web Service behavior supports the use of a wide variety of data types, including intrinsic SOAP data types, arrays, objects, and Extensible Markup Language (XML) data. The Web Service behavior is implemented with an HTML Component (HTC) file as an attached behavior, so it can be used in Microsoft® Internet Explorer 5 and later versions.

WebTrace

An advanced traceroute tool that can cross firewalls. WebTrace helps you identify problems related to network response time.

WinRunner

A Mercury enterprise functional testing tool, used to create scripts. The scripts are run by Business Process profiles to emulate end-user experience and monitor application performance.

Working in an I18N Environment

Guide that describes various considerations and limitations when working in a non-English or multi-language environment.

Working with Applications

Guide that provides general information on working with Mercury Business Availability Center applications, including working with reports and configuring user report.

Working with Monitor Administration

Guide that provides information on working with the enterprise tree, navigating the tabs, creating filters that customize monitoring information, and changing and updating configurations across the entire monitoring infrastructure.

Working with the CMDB

Guide in Mercury Business Availability Center Documentation Library that provides an introduction to working with the CMDB and describes how to work with the View Explorer.

yield

In Service Level Management, Six Sigma, the percentage of a process that is free of defects. The process yield is calculated by subtracting the total number of defects from the total number of opportunities, dividing by the total number of opportunities, and finally multiplying the result by 100.

In Service Level Management, yield is equivalent to availability.

For example, if the number of data measurements (opportunities) is 525,600, and the number of transaction failures (defects) is 500, the yield is calculated as:
((525,600 - 500) / 525,600) * 100 = 99.90%.