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MERCURY BUSINESS AVAILABILITY CENTER™

View Manager Administration

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Mercury Business Availability Center

View Manager Administration

Version 6.1

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Mercury Business Availability Center, Version 6.1
View Manager Administration

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Table of Contents

Welcome to View Manager Administration v
How This Guide Is Organized v
Who Should Read This Guide vi
Getting More Information vi

Chapter 1: Introduction to View Manager 1
Understanding View Manager 2
What Is a Service View? 2
Instance Views and Pattern Views 3

Chapter 2: Working with View Manager 5
The View Manager Tab 6
Predefined Folders and Views 10
Managing Folders 14
Managing Views 16
Defining View Properties to Create Views 17
Presentation Options for Views 22
Setting Permissions for Views 33

Chapter 3: Working with Instance Views 35
What Is an Instance View? 35
Creating a New View 36
Editing an Instance View 40

Chapter 4: Working with Pattern Views 41
About Pattern Views 42
Mercury Business Availability Center Topology Query System 43
The Roles of TQL 43
About Defining Pattern Views 44
Pattern View Workflow 44
Creating a Pattern View 45
Understanding the Create View Window 48
View Manager Tooltips 50
Adding Nodes and Relationships to a TQL Query 50
Setting TQL Node and Relationship Definitions 55
Using the TQL Node Wizard 67
Grouping CIs 73
Straightening a Relationship With an Angle 79
Adding Organization (Folding) Rules to Relationships 80
Defining Multiple Relationship Rules 81
Creating a Dependency Graph 83
Showing TQL Node Instances 85
Editing a Pattern View 86
Copying and Pasting TQL Nodes and Relationships 86
Saving the Pattern View 87
Using the Toolbar Options Specific to the View Manager 87
Using the View Manager Toolbar 89
Printing the Topology Map 92
Understanding Layer Setup 93
Defining a Layer's Layout 93
Modifying Layer Layout Options 95
Understanding Layout Options 112

Index 115

Welcome to View Manager Administration

This guide describes how to work with CMDB Administration View Manager.

How This Guide Is Organized

The guide contains the following chapters:

Chapter 1 Introduction to View Manager

Introduces View Manager, service views, and pattern and instance view types.

Chapter 2 Working with View Manager

Describes how to administer your views in View Manager. It also describes the default views and folders that come with the system and how they are used.

Chapter 3 Working with Instance Views

Describes how to create and edit instance views.

Chapter 4 Working with Pattern Views

Describes how to create and edit pattern views.

Who Should Read This Guide

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

- Mercury Business Availability Center administrators
- Mercury Business Availability Center platform administrators
- Mercury Business Availability Center application administrators
- Mercury 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 Mercury Business Availability Center in general and Mercury Application Mapping technology specifically.

Getting More Information

For information on using and updating the Mercury Business Availability Center Documentation Library, reference information on additional documentation resources, typographical conventions used in the Documentation Library, and quick reference information on deploying, administering, and using Mercury Business Availability Center, refer to *Getting Started with Mercury Business Availability Center*.

1

Introduction to View Manager

This chapter introduces the View Manager, a part of CMDB Administration. View Manager enables you to create and administer service views in Mercury Business Availability Center.

This chapter describes:	On page:
Understanding View Manager	2
What Is a Service View?	2
Instance Views and Pattern Views	3

Understanding View Manager

View Manager is a tool for creating and managing Mercury Business Availability Center service views. You can create your own views, or work with the out-of-the-box (factory) views provided with your Mercury Business Availability Center installation.

What Is a Service View?

The IT universe model in the CMDB can be very large, holding thousands of configuration items (CIs). Each service view provides a subset of the overall IT universe model, containing CIs relating to a specific area of interest. You can define your own views to display only the information that is relevant to your organization's business needs.

The views are used to display performance status in Dashboard, and for setting up SLAs in Service Level Management. Mercury Business Availability Center supports two service view formats, pattern and instance views, which are each populated through different processes. For details, see "Instance Views and Pattern Views" on page 3.

Most of the out-of-the-box views included in View Manager are designed to work in coordination with the discovery packages in Discovery Manager, and the source adapters in Sources Manager. For details, see *Discovery Manager Administration* and *Source Manager Administration*.

For information on the out-of-the-box views, see "Predefined Folders and Views" on page 10.

Instance Views and Pattern Views

Mercury Business Availability Center supports two service view formats, pattern and instance views, by which to populate your view:

- **Pattern views** are built from a TQL (Topology Query Language) query that defines the structure of the view. The view will only display those CIs and relationships that satisfy the query definition. When the view is opened up or refreshed, the View Manager queries the CMDB for all elements that fit the query, and automatically updates the view with those elements.

  All out-of-the-box views are pattern views, with the exception of the **First Service View**. For more information on pattern views, see Chapter 4, "Working with Pattern Views."

- **Instance views** are built by manually defining individual CIs and relationships directly in the view and/or by adding CIs that exist in the CMDB in the view. View Manager includes one out-of-the-box, empty instance view, the **First Service View**.

  For more information on instance views, see Chapter 3, "Working with Instance Views"

  You can also create new views (both instance and pattern views) by cloning an existing view, and editing the view contents (for details, see "Views Pane" on page 7).

2

Working with View Manager

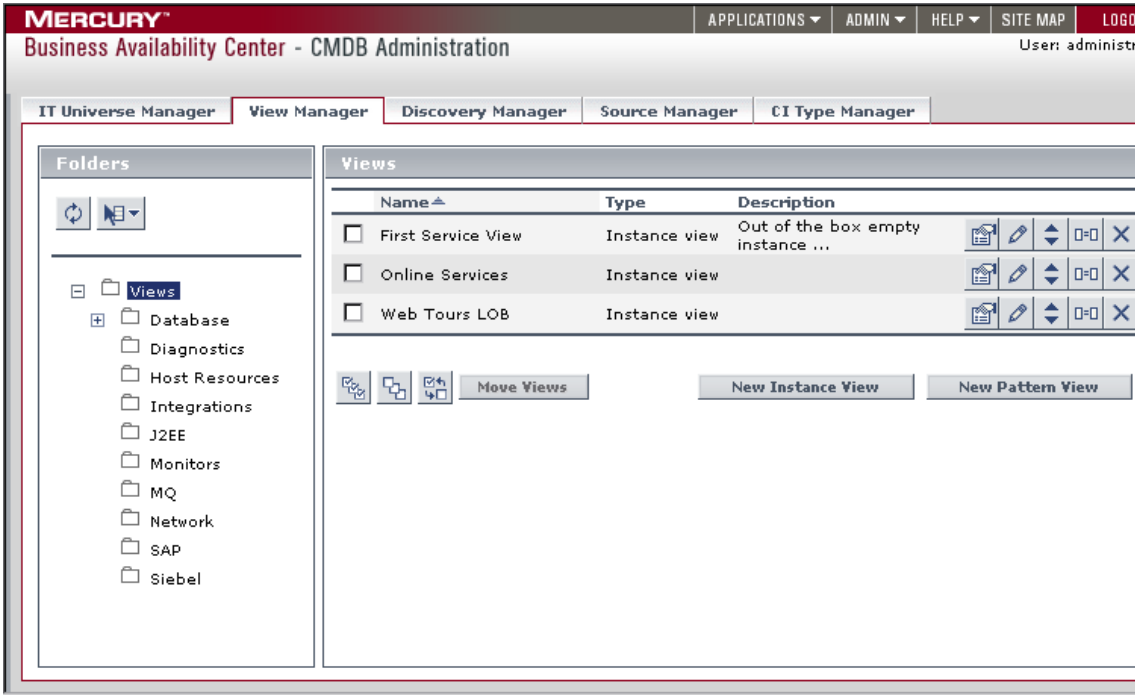
This chapter explains how to use View Manager to manage and organize the views and view folders in Mercury Business Availability Center.

This chapter describes:	On page:
The View Manager Tab	6
Predefined Folders and Views	10
Managing Folders	14
Managing Views	16
Defining View Properties to Create Views	17
Presentation Options for Views	22
Setting Permissions for Views	33

The View Manager Tab

The View Manager tab allows you to manage and organize the views in your system. Your Mercury Business Availability Center installation provides a predefined hierarchical folder structure to help you organize the views.

The View Manager tab (**Admin** > **CMDB** > **View Manager**) contains two panes: the **Folders** pane on the left, and the **Views** pane on the right.



The View Manager panes provide the following functionality:

Folder Pane

The Folders pane displays a hierarchical structure of predefined folders containing views. The views in the selected folder are displayed in the Views pane.

The **Views** folder is the root folder. The **Views** folder has subfolders containing the out-of-the-box (factory) views that come with the Mercury Business Availability Center installation. The factory views work with Discovery Manager and Monitor Administration/Sources Manager. For more information, see "Setting Permissions for Views" on page 33.

In the Folders pane, you can create, rename, or delete a folder. For details, see "Managing Folders" on page 14.

Views Pane

The Views pane contains the views table, displaying a list of the views contained in the selected folder in the Folders pane. The following information is provided for each view:

- **Name** – the view name
- **Type** – the view type (instance or pattern view).
- **Description** – the description of the view.

If required, you can edit the name and description of the view. For details, see "Defining View Properties to Create Views" on page 17.

The following table describes the buttons that appear in the views table.

Icon Name	Icon	Description
Edit view properties		Edit the view's properties. For information on how to edit a view's properties, see "Defining View Properties to Create Views" on page 17.
Edit view		Edit the view: ➤ If you are editing an instance view, the Edit View window for instance views opens. For information on editing an instance view, see Chapter 3, "Working with Instance Views". ➤ If you are editing a pattern view, the the Edit View window for pattern views opens. For information on editing a pattern view, see Chapter 4, "Working with Pattern Views".
Manually change order in view		Manually change the order of the CIs in a a view. For details, see "Changing the Order of CIs in a View" on page 16.
Clone view		Clone an existing view. A copy of the view appears in the Views pane. It is named: **Copy of <view>**. You can change the name and description of the view in the Edit view properties dialog box and then modify the view as required.

Icon Name	Icon	Description
Delete view		Delete the view. You can delete all instance views, but there are some pattern views basic to the system that Mercury Business Availability Center does not allow you to delete. For example, **Integrations**, **Monitors**, and **Network** views.
Display view		Display the view in a new window. Opens the Display View window, which provides an example how the view appears in View Explorer. The view cannot be edited from the Display View window; however, all standard View Explorer browse and search functionality is provided (as described in "Using View Explorer" in *Working with the CMDB*).

In addition, the Views pane contains the following buttons:

- **Move Views –** enables you to move multiple views to a new folder. For details, see "Moving a View to a Different Folder" on page 16.
- **New Instance View/New Pattern View** – enables you to create a new view. For details, see "Defining View Properties to Create Views" on page 17.

Predefined Folders and Views

Your Mercury Business Availability Center installation includes folders and views that are ready to work with. The following topics describe the folders and views, and how they are used.

➤ About Predefined Folders – for details, see page 10

➤ About Factory Views – for details, see page 10

➤ Folder and View List – for details, see page 12

About Predefined Folders

View Manager contains a hierarchical file folder system to help you organize your views, displayed in the Folders pane. Predefined folders are provided for the out-of-the-box views; you can modify these folders, or add additional folders according to your organization's requirements (for details, see "Managing Folders" on page 14).

About Factory Views

Your Mercury Business Availability Center installation includes out-of-the-box pattern views, predefined to work with Discovery Manager and Monitor Administration/Source Manager. These views provide a quick start for working with the IT universe model and for setting up SLAs, and for viewing system performance information in Dashboard.

The out-of-the-box views are initially empty. As soon as CIs are added to the CMDB by one of the CI generators, the TQL query built into each pattern view is able to identify the CIs that meet the pattern requirements, and add them to the view.

There are two main types of out-of-the-box pattern views:

- Pattern views for CIs created during a discovery process; these views correspond to the relevant discovery packages. For example, Mercury Business Availability Center provides various out-of-the-box SAP views for SAP CIs; these CIs are created when Discovery Manager runs the discovery processes for a SAP package. For details on running discovery processes, see *Discovery Manager Administration*.
- Pattern views for CIs created by source adapters; these views correspond to the relevant source adapter types. Mercury Business Availability Center provides various out-of-the-box Monitors views for CIs from all the default sources (SiteScope, Business Process Monitor, Real User Monitor); and out-of-the-box Integrations views that each receive CIs from the relevant custom source. For example, the CA Unicenter view corresponds to the CA Unicenter source in Source Manager. When a CA Unicenter integration monitor is defined in Monitor Administration, and the CA Unicenter source adapter is set up in Source Manager, the CA Unicenter view is populated with the created CIs.

  For details on source adapters, see *Source Manager Administration*.

There are also out-of-the-box views for CIs created for internal Mercury Business Availability Center data, for example, the BAC Self-Alert View and the UDX Measurement Filters View.

There is one out-of-the-box instance view included with your Mercury Business Availability Center package, the **First Service View**. This is an empty view, supplied as a quick start for creating your own instance view.

The First Service View and many out-of-the-box Monitors views are set by default to display in all relevant Mercury Business Availability Center applications; other out-of-the-box views are hidden by default. For details on displaying or hiding the views, see "Defining View Properties to Create Views" on page 17.

Some of the out-of-the-box pattern views are considered basic to the system and cannot be deleted from the folders. The following section specifies which views cannot be deleted.

Folder and View List

The out-of-the-box views are contained in the following predefined folders:

- **Views –** Top level folder, containing all other view folders and the First Service View.
- **Application** – contains the Applications Deployment view, and the following subfolders:
  - **MQ** – contains various views for WebSphere MQ; these views display results for a discovery task that looks for all MQ applications in the system.
  - **Oracle E-Business Suite** – contains the OracleApps_Topology view, which displays the results of a discovery task that looks for the E-Business Suite application in the system.
  - **SAP** – contains various views for SAP; these views display results for a discovery task that looks for all SAP applications in the system.
  - **Siebel** – contains views for Siebel topologies; these views display results for a discovery task that looks for all Siebel applications in the system.
- **Database** – contains the following subfolders:
  - **DB2** – contains the DB2 view, which displays the results of a discovery task that discovers DB2 databases in the system.
  - **Oracle –** contains the Oracle view, which displays the results of a discovery task that looks for all Oracle databases in the system.
  - **SQL Server –** contains the SQL Server view, which displays the results of a discovery task that looks for all SQL servers in the system.
- **Diagnostics** – contains the Diagnostics view, which displays a hierarchy for Mercury Diagnostics information generated by a custom source adapter.
- **Host Resources** – contains the Host Resources view, which displays the results of a discovery task that discovers data for hosts in the system.
- **Integrations** – contains various views for integration monitors; these views display hierarchies generated by the custom source adapters. The Integrations views cannot be deleted.

- **J2EE** – contains the following subfolders:
  - **Apache –** contains the Apache_Topology view, which displays the results of a discovery task that discovers Apache servers in the system.
  - **Weblogic** – contains the Weblogic_Topology view, which displays the results of a discovery task that discovers J2EE WebLogic servers and components in the system.
  - **Websphere** – contains views for J2EE WebSphere; these views display results for discovery tasks that discover J2EE WebSphere servers and components in the system.
- **Mainframe** – contains the Mainframe view, which displays the results of a discovery task that discovers information on mainframe systems.
- **Monitors** – contains various views for the Mercury Business Availability Center monitors; these views display hierarchies generated by the default source adapters for Business Process Monitoring, SiteScope, and Real User Monitor. Also contains the BAC Self-Alert View, for alerts generated within Mercury Business Availability Center, and the Deep Transaction Tracing View if the Deep Transaction Tracing package (for Bristol integration) is installed.

  Some of the views in the Monitors folder cannot be deleted.

  Contains the following subfolders:
  - **Real User Monitoring Views** – contains views for Real User Monitor information, generated by the Real User Monitor source adapter.
  - **UDX Measurement Filters** – contains the UDX Measurement Filters View, which displays UDX monitors created in Mercury Business Availability Center.
- **Network** – contains various views for network packages; these views display results for discovery tasks that build a network map of the system.

  Contains the following subfolder:
  - **Layer2** – contains the Layer2 view, which displays results for a discovery task that discovers information on catalyst Layer 2 switches in the system.

Managing Folders

View Manager allows you to create, rename, and delete folders in the Folders pane. This section contains the following topics:

- "Creating a New Folder" on page 14
- "Renaming a Folder" on page 15
- "Deleting a Folder" on page 15
- "Refreshing the Display of Folders" on page 15

Creating a New Folder

This section describes how to create new folders in the Folders pane. You can create additional folders in the View Manager to organize the new view that you create for your organization. For example, you might add a folder requested by a customer or for a line of business views.

To create a new folder:

1. Select the folder to which you want to add a new folder.



2. Right-click the folder or click the **Menu options** button and select **New Folder** to open the Create Folder dialog box.
3. Type the folder name.
4. Click **OK**.

Renaming a Folder

This section describes how to rename a folder.

To rename a folder:

1 Select the folder that you want to rename.



2 Right-click the folder or click the **Menu options** button and select **Rename Folder** to open the Rename Folder dialog box.

3 Rename the folder as required.

4 Click **OK**.

Deleting a Folder

This section describes how to delete a folder.

To delete a folder:

1 Select the folder that you want to delete.



2 Right-click the folder or click the **Menu options** button and select **Delete Folder**. A message appears asking you whether you are sure you want to delete the selected folder.

3 Click **OK**.

Note: You cannot delete a folder that contains a subfolder or a view.

Refreshing the Display of Folders

This section describes how to update the display of folders in the Folders pane. This may be required if, for example, a folder was created by another user, and the new folder is not yet displayed.

To update the display of folders:



Click the **Refresh** button.

Managing Views

View Manager allows you to organize and manage your views. This section has the following topics:

- "Moving a View to a Different Folder" on page 16
- "Changing the Order of CIs in a View" on page 16

Moving a View to a Different Folder

You can move one or more views to a different folder.

To move a view to a different folder:

1 In the Views pane, select the check box for each view you want to move.



Tip: To make your selections, you can also use the buttons at the bottom of the pane for, **Select All**, **Clear All**, and **Invert Selection**.



2 Click the **Move Views** button to open the Move Views to Selected Folder window.

3 Select the folder to which you want to move the view(s).

4 Click **OK** to move the view to the selected folder.

Changing the Order of CIs in a View

You can manually change the order of CIs in a view. After changing the position of a CI, you can reset the order to the way it was before making your changes.

To manually move a CI to a new position within a view:



1 In the Views pane, click the **manually change order in view** button to open the Manual Ordering window.

2 Select the CI you want to move.

3 Use the **Up** and **Down** arrows to move the CI to a new position.

- If you select a CI containing one or more child CIs, the CI is moved together with all its children CIs to the new location.
- If you select the child of a CI, the child CI is moved to the new location under the parent CI.



4 To reset the order of the CIs to the way it was before manually changing the order, click the **Reset** button. The Reset Ordering window opens.

- Select **<CI>'s direct child CI** to reset the order only of the child CIs that were rearranged directly under the CI currently selected.
- Select **Entire View** to reset the order of all the CIs that were rearranged in the view.

5 Click **Reset**.

6 Click **OK** in the Manual Ordering window to save the changes you have made.

Defining View Properties to Create Views

There are two stages to the process of creating a new view: First you define the properties to create the view framework; then you build the view by adding CIs (for instance views), or by defining a TQL query (for pattern views).

This section describes the first step, defining the name and properties for the view you want to create. You can do this from the View Manager tab, or, for instance views only, from the IT Universe Manager tab. (For more information, see "Creating a New View" in *IT Universe Administration*.)

This section includes the following topics:

- "Defining/Editing View Properties" on page 18
- "KPI Selection" on page 20
- "Presentation Options for Views" on page 22

Defining/Editing View Properties

When defining view properties, you also define the following presentation information for the view:

- You can select to hide the view in the IT Universe Manager, Dashboard, and Service Level Management applications (if, for example, you do not want the view to be seen by the application users until you have finished building it). When you use this option, the full view is still built in the CMDB, but it is hidden in the appropriate application.
- You can limit the KPIs displayed for the view in Dashboard. For more information, see "KPI Selection" on page 20.
- You can define how folding should be applied for the view. For more information on the folding options, see "Presentation Options for Views" on page 22.
- You can select to merge multiple instances of CIs in the view. For more information, see "Merging Identical Instances" on page 46.
- You can select to deactivate a view if you do not currently require it in Mercury Business Availability Center. When a view is deactivated, the view is not built in the CMDB, so reducing the load on the system. You may want to deactivate a view, if, for example, the view is not working correctly.

  Views are automatically deactivated if the view is too big (contains over the maximum number of CIs), or if there are more than 200 views active (default value). In the latter case, you can reactivate the current view if you delete or deactivate other unwanted views, to bring the number of active views below 200.

  You can also change the default value for maximum active views. Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, click **Foundations**, select **CMDB**, and locate the **TQL Group View Active Count** in the **TQL Settings** table. Modify the value as required, bearing in mind that a higher number of active views may cause delays in the system.

Note: When editing the view properties, the Edit View Properties window displays the same properties as described below.

To define/edit view properties:

1 In the **View Manager** tab, select the folder in the **Folders** pane in which you want to create the view, then click either **New Instance View** or **New Pattern View**, according to the view type you want to create.

Or,

In the **IT Universe Manager** tab, click the **New Instance View** button at the top of the tab.

2 In the displayed Create View - View Properties window, type a unique name for the view in the **View name** box.

Note: The type of view you are creating is displayed in the window: either **Instance view** or **Pattern view**.

---

3 (Optional) In the **Description** box, enter a description of the view.

4 Under **Assign view to**, select the check boxes for the applications in which you want the view you are creating to be visible:

- **IT Universe**
- **Dashboard & Service Level Management**

5 If you want to exclude certain KPIs from the view in Dashboard, click the **KPI Select** button (to the right of the **Dashboard & Service Level Management** option). In the displayed KPI Selection window, deselect the check boxes of the KPIs that you do not require.

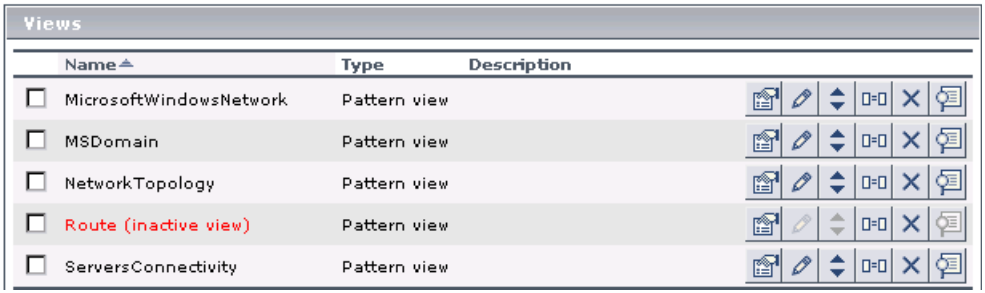
For more information, see "KPI Selection" on page 20.

6 Under **Advanced options**, select the check box for **Use different folding/grouping definitions for tree and topology presentations** if you want and folding and grouping definitions to be separate for the tree and topology a presentations of the view.

For more information, see "Using the Different Folding/Grouping Definitions Option" on page 22.

7 The check box for **View active** is selected by default; deselect it if the view is not currently required for use in Mercury Business Availability Center.

When a view is deactivated, it is shown in red in the View Manager list, and some of the buttons are disabled:



In other Mercury Business Availability Center applications (IT Universe Manager, Dashboard, Service Level Management), the view is shown empty.

8 Select the **Merge identical instances** check box if you want to merge multiple instances of CIs so they only appear once in the view. For details, see "Merging Identical Instances" on page 46.

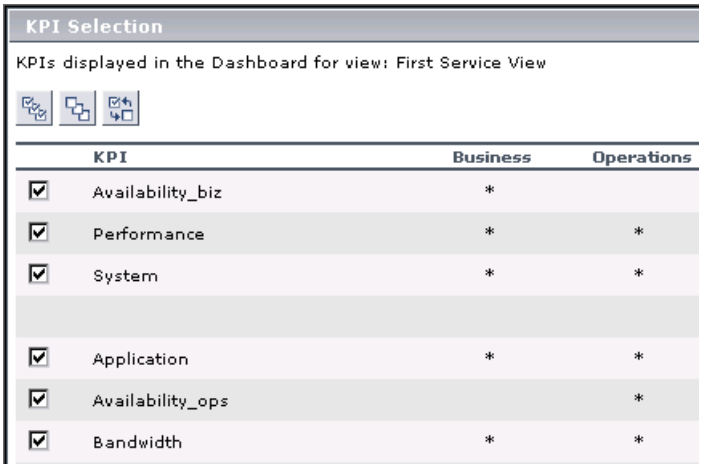
9 Click **OK**.

Note: If you are creating a new view in View Manager, the create view process continues by opening the Create View - <View name> window, where you can define the CIs or TQL for the view. For details, see "Adding CIs to the Created View" on page 36 or "Working with Pattern Views" on page 41.

KPI Selection

The KPI Selection window is accessed from the View Properties window from the view (described in "Defining View Properties to Create Views" on page 17). The KPI Selection window enables you to limit the KPIs that are displayed for a view in Dashboard. The window contains all KPIs that are defined in the Dashboard Repositories (**Admin** > **Dashboard** > **Repositories** > **KPIs**) regardless of whether these KPIs are used by any CIs in the view. By default, all KPIs are selected to appear in the view.

The window also shows for each KPI if it is assigned to business or operations user mode, or if it is used for both modes.



If you select to display in Dashboard a KPI that is assigned to only one of the user modes (as is the case for **Availability_biz** and **Availability_ops** in the picture above), that KPI will only be seen in the view by users with the appropriate user mode setting. For more information on user modes, see "KPIs for User Modes" in Dashboard Administration.

Note: Deselecting KPIs may influence the statuses seen on the Dashboard Geographical Map and Custom Map—KPIs that are excluded from the view in Dashboard are also excluded from the status calculations within these maps.

To limit the KPIs that appear in the view:

1. Open the KPI Selection window by clicking **KPI Select** in the View Properties window for the view.
2. Select or deselect the KPI check boxes, according to what you want to be displayed in the view.



Tip: To make your selections, you can also use the buttons at the top of the window for, **Select All**, **Clear All**, and **Invert Selection**.

3 Click **OK**.

Presentation Options for Views

Mercury Business Availability Center enables you to define grouping and folding options to apply to the presentation layer of your view. These options enable you to organize the way the view is presented throughout Mercury Business Availability Center.

If required, you can define different presentation options for when the view is presented in tree format or topology format.

This section includes the following topics:

➤ "Using the Different Folding/Grouping Definitions Option" on page 22

➤ "Grouping Options (Pattern Views Only)" on page 25

➤ "Folding Options" on page 27

Using the Different Folding/Grouping Definitions Option

When defining or editing view properties (as described in "Defining View Properties to Create Views" on page 17), you can define whether different folding/grouping definitions should be used for the topology and tree presentations of the view.

➤ The topology presentation refers to the way the view is shown in the IT Universe Manager and Dashboard Topology Maps.

➤ The tree presentation refers to the way the view is shown in the tree formats, as used, for example, in View Explorer and in the Dashboard Console.

When the **Use different folding/grouping definitions** option is not selected, the organization and layout of the view are the same for both presentation types.

When the option is selected, the organization and layout of the view can be different in the topology presentation and in the tree presentation. The application of this depends on whether the view is an instance view or a pattern view:

- For instance views, the difference is only in the folding used for the topology presentation, as described in "Topology Presentation" on page 28.
- For pattern views, different folding/grouping enables you to define different group-by options (see "Grouping Options (Pattern Views Only)" on page 25), and different folding rules (see "Using Folding Rules (Pattern Views Only)" on page 30) for each presentation type.

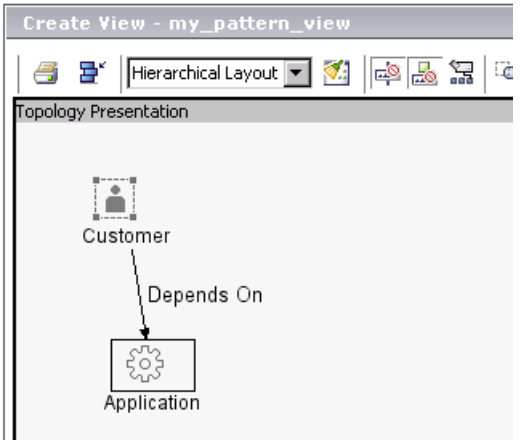
  Different folding definitions for pattern views is discussed in the following section.

Applying different folding definitions for a view means that two separate versions of the view (topology and tree) are stored in memory, each one containing the appropriate definitions. Maintaining two versions of each view puts pressure on the system, so you should apply this option carefully.

Defining Pattern View Properties with Different Folding Definitions

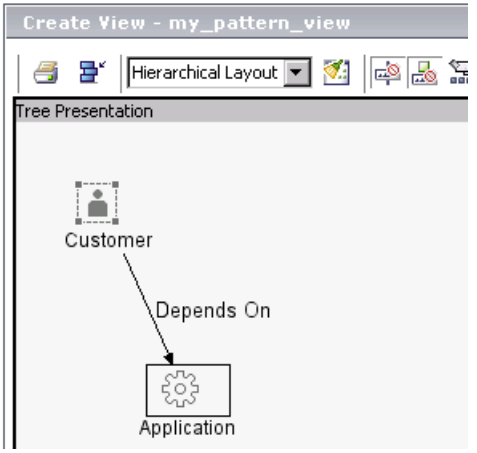
Selecting the **Use different folding/grouping definitions** option changes the editing pane in the Create View/Edit View windows for pattern views (described in "Understanding the Create View Window" on page 48). When the option is selected, there are two versions of the editing pane, one for the topology presentation, and one for the tree presentation. (When the option is not selected, there is one editing pane for the overall view.)

When you access the Create View/Edit View window, you are in the **Topology Presentation** editing pane.





Use the **Switch between topology and tree presentations** button to toggle between the two presentation types.



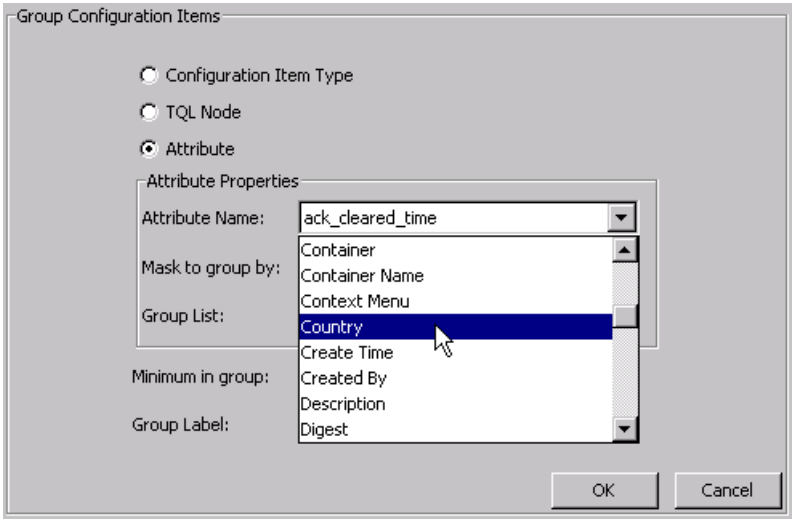
Each editing pane contains all editing options, so that you can set different group-by and folding rule definitions for each presentation. For information on defining group-by options, see “Grouping Options (Pattern Views Only)” on page 25. For information on defining folding rules, see “Using Folding Rules (Pattern Views Only)” on page 30.

Grouping Options (Pattern Views Only)

Grouping options organize the CIs in a pattern view according to certain criteria, for example, by CIT or by a particular attribute. You define grouping options for a pattern view when creating or editing the TQL for the view, as described in "Grouping CIs" on page 73.

You define the grouping options per node, so that all CIs that relate to that node are organized according to those grouping options. After defining grouping options for a node in the TQL, the view organization changes to display the relevant CIs under the group containers.

For example: A grouping option is defined for TQL node **Application**, so that it will be grouped by attribute **Country**:

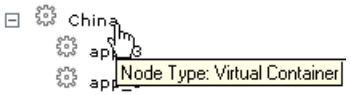


As a result of this definition, all Application CIs included in the view (because they correspond to the Application TQL node) are organized into groups, according to the country defined for each Application CI in its properties.



Each country name (Albania, China, USA) in the above example is a **Virtual Container** node type. Virtual Container nodes are not CIs; they are not part of the IT universe model in the CMDB, and they have no properties of their own. They function simply as an organizational container in the view for the defined groupings.

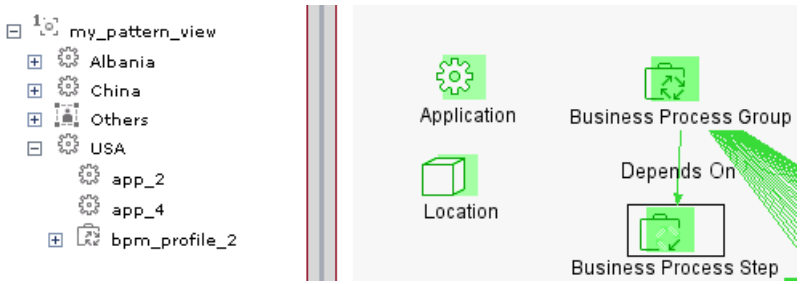
The icon displayed for a Virtual Container node is the icon used for the CIs organized by the Virtual Container. So for the countries grouping, the Virtual Container nodes display the Application CI icon.



Different Grouping Definitions for Topology and Tree Presentations

Grouping options can apply for the overall view, or different grouping options can be defined to apply for the topology presentations and tree presentations of the view. To define different grouping options for topology and tree presentations, you select the **Use different folding/grouping definitions** option in the view properties. For details, see "Using the Different Folding/Grouping Definitions Option" on page 22.

In the following example, all nodes are grouped by attribute **Country** in the tree presentation for the view, and by **CIT** in the topology presentation for the view.



When different grouping is used for the tree and topology presentations, there may not be correlation between the presentations, so that an item in the tree presentation does not have a corresponding item in the topology presentation, or vice versa.

Folding Options

Folding refers to how related CIs are displayed in the Mercury Business Availability Center views. When folding is used, the CIs are displayed on different levels; when folding is not used, the CIs are shown on the same level. For example, for a parent-child relationship between CIs with folding, the child CI is shown on a hierarchical level below the parent.

The default folding settings works differently for the tree and topology presentations of the view, as described in the following sections. In addition, folding rules can be defined that change the organizational structure for the presentation layer of the view, as described in "Using Folding Rules (Pattern Views Only)" on page 30.

This section includes the following topics:

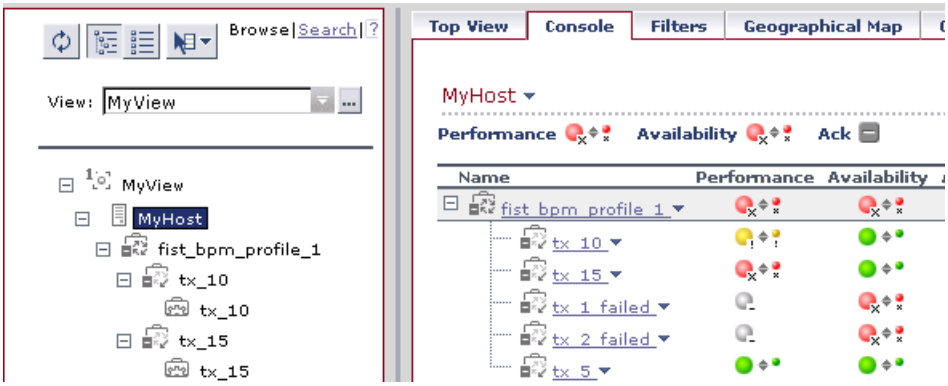
- "Tree Presentation" on page 28
- "Topology Presentation" on page 28
- "Using Folding Rules (Pattern Views Only)" on page 30

Tree Presentation

The tree presentation for a view (as seen, for example, in View Explorer and in the Dashboard Console) always shows the CIs with folding, for both pattern and instance views, regardless of what folding options are set for the view.

The folding is determined by the hierarchical structure defined for the CIs in the view. You move down through the levels to see the CIs on each lower branch.

In the following picture, both panes show the view in tree presentation, using folding.

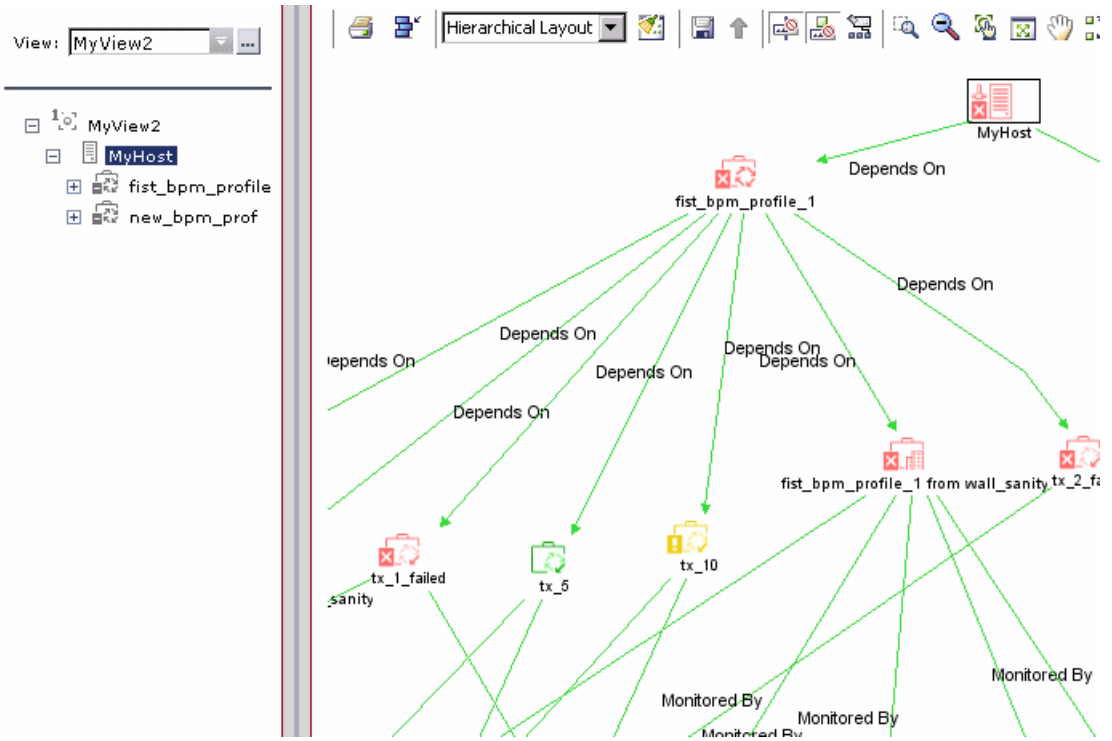


Topology Presentation

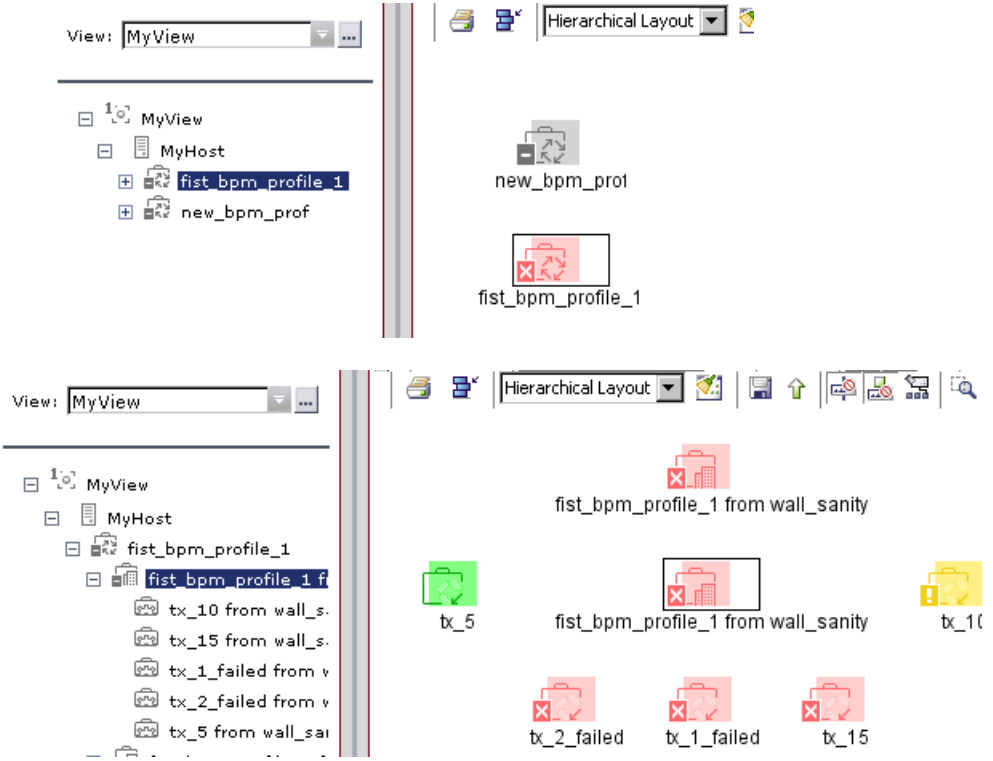
The use of folding in the topology presentation for a view (as seen in the IT Universe Manager Topology Map and Dashboard Topology Map) depends on whether the **Use different folding/grouping definitions** option is selected for the view in the view properties. (For information on this option, see "Using the Different Folding/Grouping Definitions Option" on page 22.)

The **Use different folding/grouping definitions** option influences topology presentation for both pattern and instance views as follows:

- By default, the topology presentation for a view does not use folding. Therefore, if the **Use different folding/grouping definitions** option is selected (meaning that the tree and topology presentations each use their own settings), the topology map uses its default setting of no folding, and the CIs are shown on one level. The CIs are connected by extended arrows, representing the relationships between them.



➤ If the **Use different folding/grouping definitions** option is not selected for the view, the topology presentation uses the same folding definitions as the tree presentation, so folding is used. If an icon is displayed with a shadow in the topology map, it means that there is an additional CI layer beneath it, and you drill down to see the underlying layer of CIs.



Using Folding Rules (Pattern Views Only)

You can define folding rules for a pattern view when creating or editing the TQL for the view, as described in “Adding Organization (Folding) Rules to Relationships” on page 80. The folding rules are defined per relationship in the view.

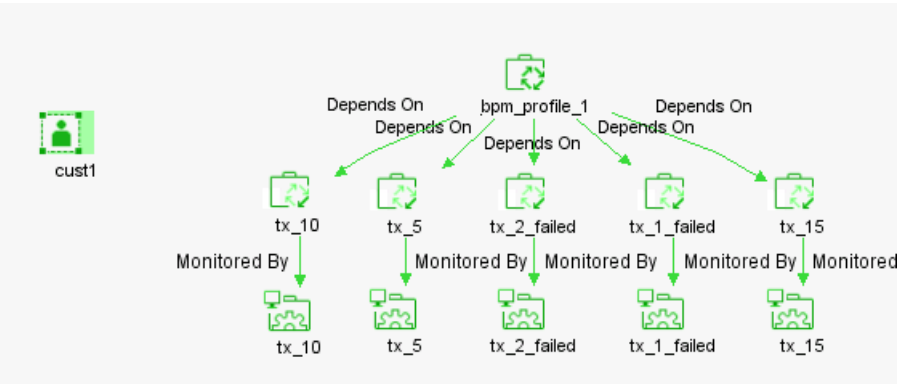
If the view is set to use different folding definitions for the topology and tree presentations, then you can define different folding rules for each presentation. For more information on using this option, see “Using the Different Folding/Grouping Definitions Option” on page 22.

The **Right Sibling** and **Left Sibling** folding rules have no effect on the tree or topology presentations of the view.

The **Parent** and **Child** folding rules override the general folding definitions for the relationship and, in some cases, may change the organizational structure for the topology and/or tree presentation in IT Universe Manager and Dashboard.

The Parent/Child folding rules influence the view as follows:

➤ If you define a **Parent** or **Child** rule on a relationship for the topology presentation (when using different folding definitions, so the CIs are shown by default on one level)—then the display of the CIs for that relationship changes, so that they are shown with folding. In the following example, a Parent rule is defined for the relationship between cust1 and its child CIs.



➤ If you define a **Parent** rule on a relationship, when the CIs are shown with folding, the rule has no effect on the display of the CIs in the topology or tree presentations.

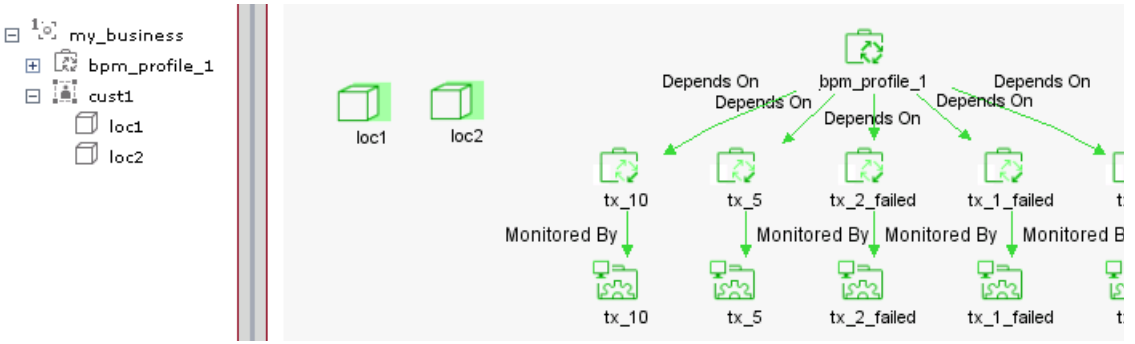


➤ If you define a **Child** rule on a relationship, the hierarchical order is changed, so that the child CIs are displayed above the parent. This can be

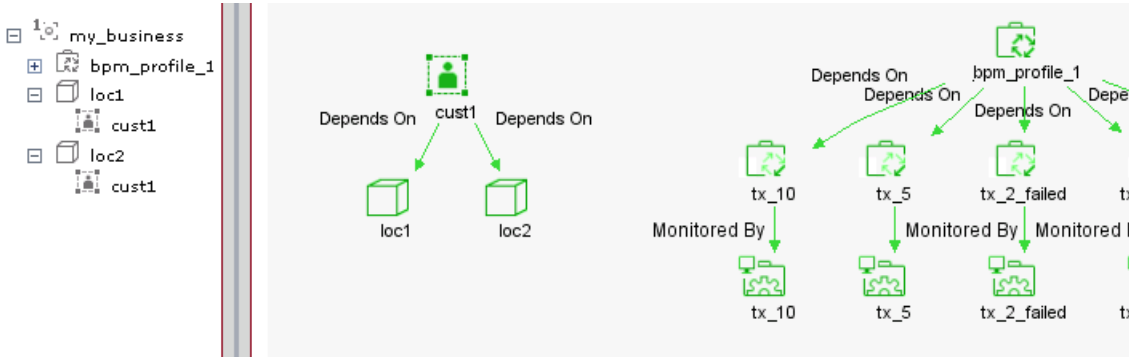
applied to both the topology and tree presentations, or applied to only one of them if you are using different folding definitions.

Note: The Child rule only affects presentation, not the dependency relationship between the parent and child CIs—the parent CI still takes status from the child CIs.

In the following example, a Child rule is defined in the topology presentation for the view, on the relationship between Customer and Location CIs. In the topology map, the hierarchy is reversed, so that child CIs loc1 and loc2 are shown with drill down to the parent CI, cust1. The tree for the view (with no Child rule) is unchanged.



In the following example, a Child rule is defined in the tree presentation for the view, on the relationship between Customer and Location CIs. In the tree, the hierarchy is reversed, so that child CIs loc1 and loc2 are shown above the parent CI, cust1. The topology map (with no Child rule) shows the cust1 CI as the parent, and without folding.



Setting Permissions for Views

After creating a view, you should apply viewing and editing permissions to users and user groups for that view. You set permissions in **Admin** > **Platform** > **Users and Permissions** > **Permissions Management**.

Permissions are applied to views and not to folders. Every new view that is created is automatically added to the list of views in the Permissions Management page. You can set permissions at the **Views** level (the root folder) so that the permissions apply to all views. You can also set permissions for individual views.

Note the following:

- Superusers have full viewing and editing rights for all CMDB Administration and for all views.
- Administrators can only see/edit views (in CMDB Administration and in Dashboard/Dashboard Administration) for which they have specifically been granted permissions.

For more information on setting permissions for views, see Chapter 23, "Configuring User Permissions" in *Platform Administration*.

Note: A view appears in IT Universe Manager, Dashboard, and Service Level Management only if specified in the Create View - View Properties dialog box when you created the view. For details, see "Defining View Properties to Create Views" on page 17.

If a view is assigned to these applications but you still do not see the required view in View Explorer, it means that you have not been given permissions to view it. In this case, talk to your Mercury Business Availability Center administrator.

3

Working with Instance Views

This chapter describes how you create an instance view. Instance views are used to build customized hierarchies of CIs.

This chapter describes:	On page:
What Is an Instance View?	35
Creating a New View	36
Editing an Instance View	40

What Is an Instance View?

Instance views provide a framework for building customized hierarchies that meet your organization's business requirements and objectives, and that monitor what is important to you. There is no TQL for an instance view—you can add any CI that exists in the CMDB into an instance view, and you can manually create new CIs in the view.

Mercury Business Availability Center provides one factory instance view, the **First Service View**. You can create additional instance views as required, as described in the following section. You can also create new instance views by cloning an existing instance view, and editing the view contents (for details, see "Views Pane" on page 7).

Creating a New View

There are two stages to the process of creating a new instance view in View Manager: defining the properties to create the view framework, and building the view by adding CIs from other views.

- Defining Properties to Create a New View – described below
- Adding CIs to the Created View – described on page 36

Defining Properties to Create a New View

You can add a new instance view to any view folder. For details on defining the properties to create the view, see "Defining/Editing View Properties" on page 18.

After clicking **OK** in the Create View - View Properties window, the Create View window for the view you are creating is automatically opened. For details on using the window, continue with the following section.

Adding CIs to the Created View

After defining properties for a new view (as described in the previous section), you have the option to continue the view creation process by adding CIs from the CMDB to the view. You do this by selecting the CIs in other existing views and copying them to the new view.

The add CIs functionality available during view creation enables you to add or remove individual CIs or CI subtrees at the root level of the view hierarchy; no CIs or relationships are created in or deleted from the CMDB. This method of adding CIs can be useful to create a new view containing part of another view; for example, you may want to create a view that contains a part of the Monitors view.

You can build more complex hierarchies in your created view, including defining new CIs and new relationships, from the IT Universe Manager tab. For details on how to do this, and more explanation of working with CIs in views in general, see *IT Universe Administration*.

Note: You do not need to add any CIs to the view at this stage, but you must still click **OK** in the Create View - <view name> window to create the view.

To add CIs to the created view:

1 Open the Create View - <view name> window for the new view (displayed by clicking **OK** in the Create View - View Properties window, as described in "Defining Properties to Create a New View" on page 36).

2 The Create View window contains two panes: The left pane enables you to select the view from which you want to copy CIs; the right pane displays the CIs that are added to the root level of your view.

In the left pane, select a view from the **View** list. (The left pane uses View Explorer functionality. For an explanation, see "Using View Explorer" in *Working with the CMDB*.)(The left pane uses View Explorer functionality. For an explanation, see "Using View Explorer" in *Working with the CMDB*.)

3 Select the check box for each CI that you want to add to the view. You can select CIs at different levels of the view hierarchy.



Tip: To make your selections, you can also use the buttons at the bottom of the page for, **Select All**, **Clear All**, and **Invert Selection**.

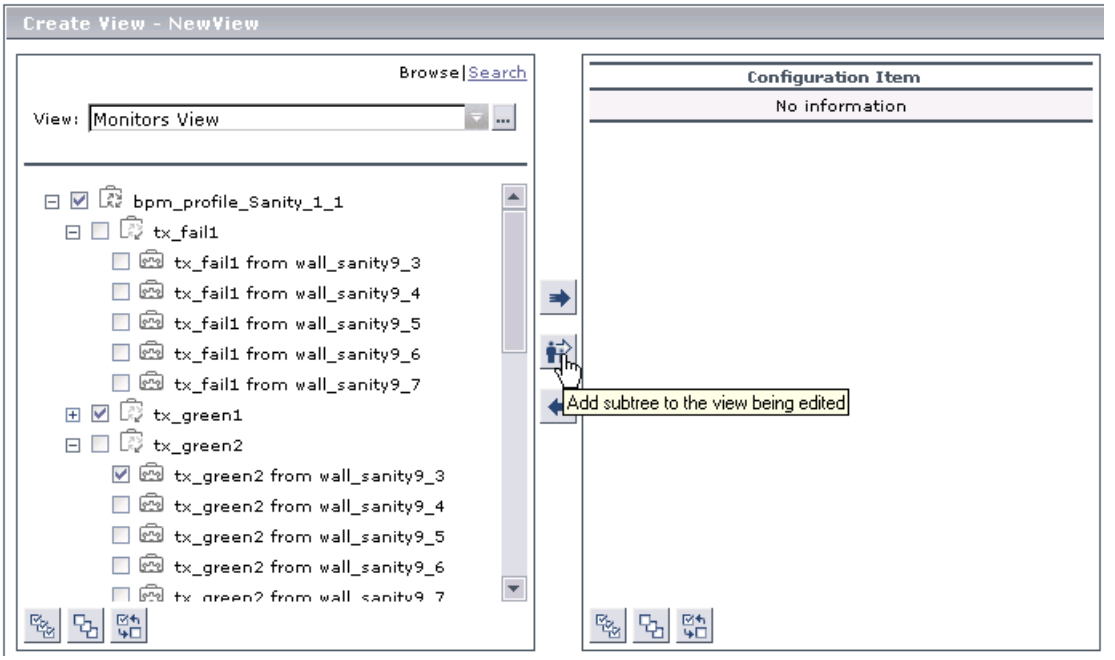
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4 Click the appropriate arrow for adding the selected CIs to your view:



➤ Click the arrow button for adding subtrees, if you want the added CIs to use the include all child CIs rule. For CIs using this rule, all child CIs are recursively displayed in the view. This means that the CI subtree is dynamically updated in the view with every child CI added to the subtree, even if the relationship was added in a different view.

If the relationship with a child CI is deleted, the child CI is removed from the view.



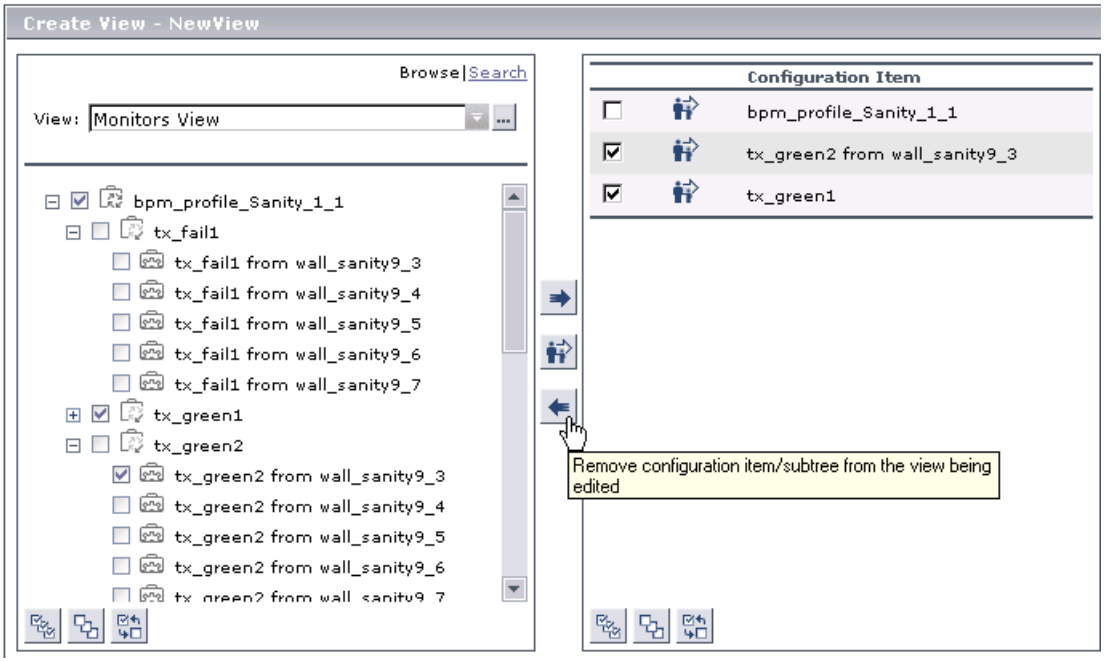


➤ Click the plain arrow button if you want the added CIs to use the exclude all child CIs rule. For CIs using this rule, the child CIs are not automatically displayed in the view. However, the view might include children for the CI (for example, for relationships that are created within the current view).

If you want to add CIs with both rules, do this in two separate operations, each time adding them to the view using the appropriate button.

For more information on child rules, see “Include Child CIs” in *IT Universe Administration*.

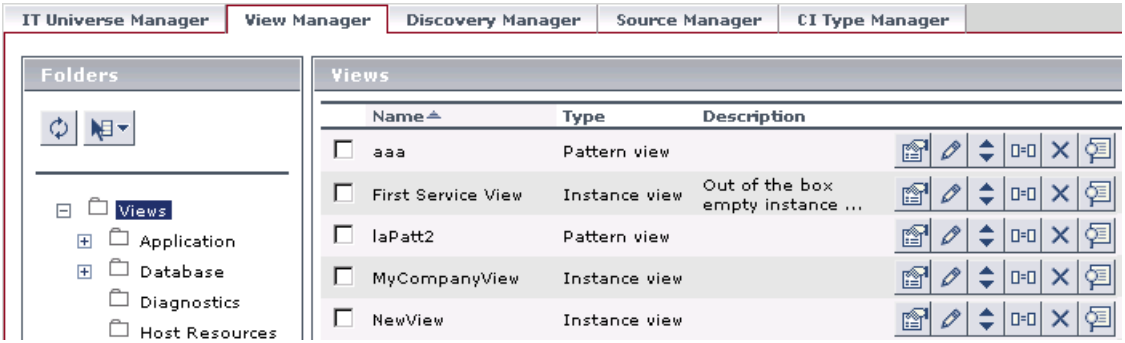
5 After adding the CIs, they are listed in the right pane, with an icon to show the child rule that is used for the CI. If you wish to remove one or more CIs from the list, select the check boxes for those CIs in the right pane and click the bottom arrow button.



Note: Removing CIs from the view in this way does not delete them from the CMDB.

6 If required, select a different view from the **View** list, and add more CIs as described in steps 3 through 5.

7 Click **OK** to create the view and add the selected CIs to the created view. The view is added to the list of views in the selected folder in the View Manager tab.



Editing an Instance View

You can perform a “quick edit” on any instance view from the Edit View window. The Edit View window enables you to add CIs to, or remove CIs from, the view at the root level of the view hierarchy; you cannot create or delete relationships. When you remove a CI from the view, you also remove its child CIs from the view.



You access the Edit View window from the View Manager tab by clicking the **Edit view** button for the view. The right pane of the Edit View window lists the CIs that exist at the root level of the view (if any have been added). These may be new CIs created directly in the view, or CIs that were previously added to the view from another view. The CIs in the subtrees under these root CIs are not shown.

You can add CIs from other views to the view being edited, or remove CIs from the view. The Edit View window functionality is the same as for the Create View window. For details, see “Adding CIs to the Created View” on page 36.

More complex edit functionality is available from IT Universe Manager. For details, see “Working with CIs in IT Universe Manager” in *IT Universe Administration*.

4

Working with Pattern Views

This chapter describes how you create a pattern view. Pattern views enable you to query the CMDB by defining Topology Query Language (TQL) queries. The pattern view you create displays the results of the TQL queries.

This chapter describes:	On page:
About Pattern Views	42
Mercury Business Availability Center Topology Query System	43
The Roles of TQL	43
About Defining Pattern Views	44
Pattern View Workflow	44
Creating a Pattern View	45
Understanding the Create View Window	48
View Manager Tooltips	50
Adding Nodes and Relationships to a TQL Query	50
Setting TQL Node and Relationship Definitions	55
Using the TQL Node Wizard	67
Grouping CIs	73
Straightening a Relationship With an Angle	79
Adding Organization (Folding) Rules to Relationships	80
Defining Multiple Relationship Rules	81
Creating a Dependency Graph	83
Showing TQL Node Instances	85

This chapter describes:	On page:
Editing a Pattern View	86
Copying and Pasting TQL Nodes and Relationships	86
Saving the Pattern View	87
Using the Toolbar Options Specific to the View Manager	87
Using the View Manager Toolbar	89
Understanding Layer Setup	93
Defining a Layer's Layout	93
Modifying Layer Layout Options	95
Understanding Layout Options	112

About Pattern Views

A pattern view enables you to define TQL queries that extract information from the CMDB that is relevant to your needs (for details, see "Mercury Business Availability Center Topology Query System" on page 43). You define a pattern view and then create or attach a TQL query, which is a series of rules for defining how the query results are displayed in the editing pane, including which nodes and relationships are to be displayed. Once a TQL query has been created, it persists in the system memory and continuously generates updated results.

Mercury Business Availability Center Topology Query System

The Topology Query System includes Topology Query Language (TQL). TQL is 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. TQL queries constantly search the CMDB for changes that occur in the state of managed resources, and inform and update the relevant subsystems.

The Roles of TQL

TQL is not in itself a stand-alone product. It is an integral part of Mercury Business Availability Center and it plays several roles:

- Enables you to draw conceptual relationships between nodes, which represent their actual interdependencies. This allows you to better understand and analyze the relationships between the nodes. You can use predefined operations to define different types of interconnections between the nodes, thus enabling you to represent your infrastructure design more accurately. This representation serves as a model for the discovery, arrangement, query, and management of your IT infrastructure.
- Creates queries that retrieve infrastructure data from the CMDB and displays it in a visual representation that consists of visual symbols that represent the resources and their interconnections. This graphic aspect simplifies data monitoring and managing.
- Constantly searches the CMDB for changes that occur in the state of managed resources. When such changes are detected, TQL continuously generates updated results accordingly.

About Defining Pattern Views

When you create a pattern view, you must first name the managed view and then define how you want the query results displayed, including organization (folding) rules that determine the number of map levels to be generated, attribute conditions for each node and relationship and how many CI instances you expect to have at the end of a relationship in your query result.

You can either define the pattern view by manually dragging and dropping the TQL nodes manually from the Configuration Item Types pane or use the TQL Node Wizard (for details, see "Using the TQL Node Wizard" on page 67).

Once you have finished defining how you want the TQL results displayed, you activate the TQL query to retrieve the requested data from the CMDB.

Pattern View Workflow

You create pattern views according to the following workflow:

- Define a new view.

  For details, see "Creating a Pattern View" on page 45.

- Add nodes and relationships to the query.

  For details, see "Adding Nodes and Relationships to a TQL Query" on page 50.

- Define node and relationship attribute conditions.

  For details, see "Setting TQL Node and Relationship Definitions" on page 55.

- Add organization (folding) rules to relationships.

  For details, see "Adding Organization (Folding) Rules to Relationships" on page 80.

- Define multiple relationship rules.

  For details, see "Defining Multiple Relationship Rules" on page 81.

➤ Create a dependency graph.

For details, see "Creating a Dependency Graph" on page 83.

➤ Save the TQL query.

For details, see "Saving the Pattern View" on page 87.

Creating a Pattern View

The first step in creating a pattern view is to set the name and properties of the managed view in which you want to define the TQL query.

For details on defining the properties to create the view, see "Defining/Editing View Properties" on page 18.

After clicking **OK** in the Create View - View Properties window, the Create View window for the view you are creating is automatically opened. For details on using the window, continue with "Understanding the Create View Window" on page 48.

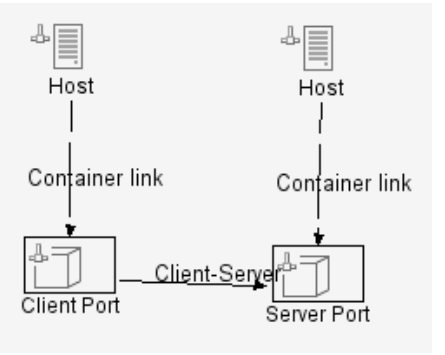
Part of creating a view involves an option to merge identical instances as described in "Merging Identical Instances" on page 46.

Note: TQL queries should only be created by administrators with an advanced knowledge of how the TQL system works.

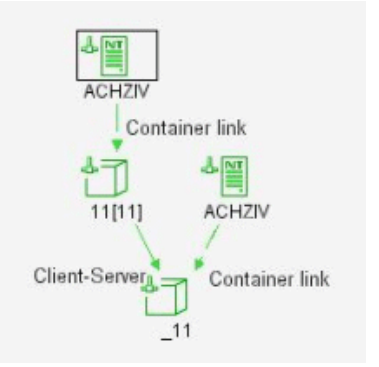
Merging Identical Instances

You can decide to have identical instances that appear on the same layer in this view automatically merged into one symbol on the editing pane. This helps you remove redundant information and sharpen the view's focus.

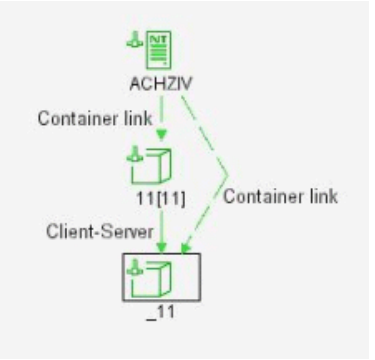
For example, suppose you want to discover and display hosts that are connected to other hosts in a server-client relationship, you can create the following TQL:



However, if both the server and the client are installed on the same host, one host appears twice.

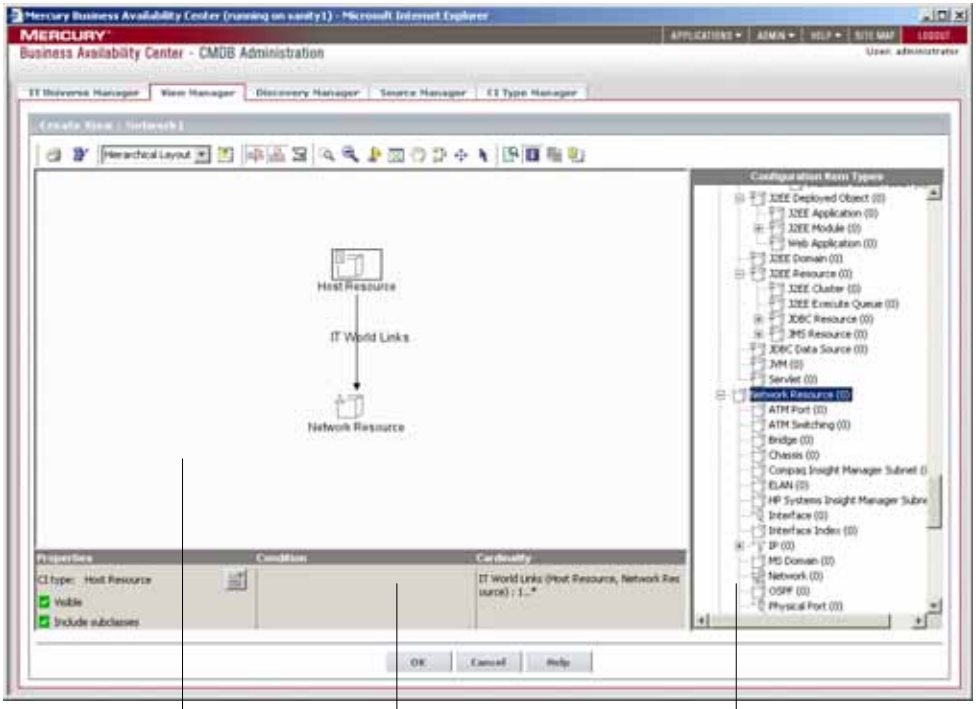


To overcome the redundant host display, you define that identical instances should be merged by selecting **Merge Identical Instances**:



Understanding the Create View Window

This section describes how the Create View window is divided.



Editing pane – Displays the currently selected TQL query and the nodes and the relationships between them.

Note: Selecting the **Use different folding/grouping definitions for tree and topology presentations** option in the Create View Properties/Edit View Properties dialog box (for details, see "Defining/Editing View Properties" on page 18), changes the editing pane in the Create View/Edit View windows. When the option is selected, there are two versions of the editing pane, one for the topology presentation, and one for the tree presentation. When the option is not selected, there is one editing pane for the overall view. For details, see "Using the Different Folding/Grouping Definitions Option" on page 22.

Configuration Item Types – Represents the Configuration Item Type model and contains icons for each CIT, as defined by the administrator (for details, see "Assigning an Icon to a CIT" in *CI Type Manager Administration*). The numbers that appear next to each CIT represent the number of instances there are of that CIT in the CMDB.

By clicking and dragging CITs to the editing pane and then defining the relationship between them, you can define a query and save it to the database. For example, you can drag the NT and IP CITs to the editing pane and then define the connection between them by adding relationships. For details, see "Adding Nodes and Relationships to a TQL Query" on page 50.

Information pane – Displays the attribute conditions you defined for the selected node and relationship. For details, see "Setting TQL Node and Relationship Definitions" on page 55.

View Manager Tooltips

Hold the pointer over a node or relationship to view its tooltip. The tooltips contain the definitions of the selected nodes and relationships, for example, the attribute conditions, as described in "Setting TQL Node and Relationship Definitions" on page 55.

Adding Nodes and Relationships to a TQL Query

Once you have created the pattern view, the next step is to add the nodes and relationships that define the query in the Create View window. The nodes represent the CITs, as defined in the CI Type Model. A relationship is a set of rules that defines the connection between two nodes. Relationships are defined one at a time for each pair of nodes in the query.

For a list of the relationships you can use to link two nodes and their definitions, see "Relationship Definitions" in *CI Type Manager Administration*.

This section contains the following topics:

- Adding Nodes and Relationships to Define a TQL Query – for details, see page 50
- Defining Function and Compound Relationships – for details, see page 52
- Deleting a Node or Relationship – for details, see page 54

Adding Nodes and Relationships to Define a TQL Query

This section describes how to add nodes and relationships to the pattern view to define the TQL query.

To add nodes and relationships to a define the TQL query:

1. From the tree displayed in the Configuration Item Type pane, click and drag one or more required TQL nodes on to the editing pane. These are the TQL nodes that are included in the query.
2. Select the required TQL node(s) by holding down CTRL and clicking the TQL nodes.

3 Right-click and select **Add Relationship** to open the Add Relationship dialog box.

The Add Relationship dialog box contains the following fields:

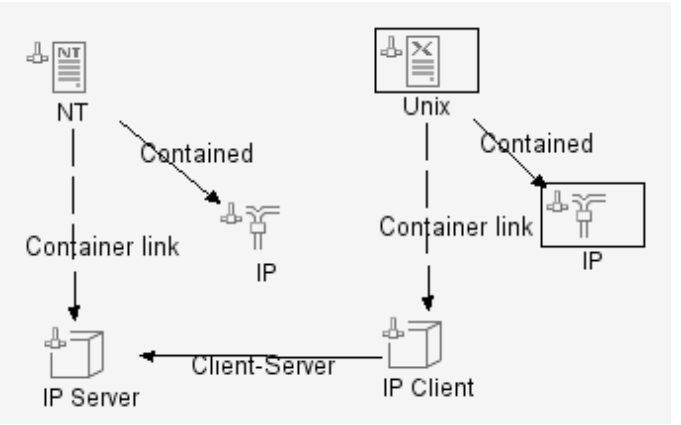
Field	Description
Node Label	The label of the selected nodes.
Relationship Direction	The direction of the relationship that indicates which node is dependent on the other.
Relationship Type	A valid relationship that defines the connection between the selected nodes.
Advanced	Define the connection between two nodes using either a function or compound relationship You can define the connection between nodes by adding either function or compound relationships. For details, see "Defining Function and Compound Relationships" on page 52.

4 Select the required direction of the relationship.

5 If necessary, click **Advanced** to select either function or compound relationships.

6 Click **OK**. The selected nodes are linked by the relationship you have selected.

The direction of the relationship indicates which node is dependent on the other. The following example displays two hosts, an IP server, and an IP client that are linked to one another via a client/server connection.



Defining Function and Compound Relationships

You can define the connection between two nodes using either a function or compound relationship.

- A function relationship (**Virtual join link**) describes a logical connection between two nodes, which is not represented in the CMDB.

  When you create a function relationship, you must define an attribute for each node, whose value will be used for comparison.

- A compound relationship (**Virtual compound link**) describes a connection that is composed of more than one relationship. If there are two nodes whose connection cannot be directly defined by one relationship, you can add several relationships, which act as stepping stones along the line, to create a connection.

To define function and compound relationships:

1. Select the nodes you want to connect with a function or compound relationship (for details on how to add nodes to a TQL query, see "Adding Nodes and Relationships to Define a TQL Query" on page 50).
2. Right-click and select **Add Relationship** to open the Add Relationship dialog box.

3 Click **Advanced**.

4 From the **Relationship** list, select **Function Relationship**.

5 To add a **Virtual join link**, do the following:

- Select **Virtual - Join link**.
-  In the **Join Definition** area, click the **Adds an attribute definition** button to open the Conditions dialog box.
- From the **Attribute** lists, choose the two required attributes.
- From the **Operator** list, select one of the following operators:
  - Select **Equal** if you want the system to check whether the two selected attributes are equal.
  - Select **Not equal** if you want the system to check whether the two selected attributes are not equal.
- Click **OK** to save your definition. The definition appears in the **Join Definition** area.
-  To delete a definition, select the required definition and click the **Deletes selected row** button.
-  To edit a definition, select the required definition and click the **Edits selected row** button to open the Conditions dialog box. Edit the definition as described in step 5.
- Click **OK** to save your changes.

6 To add a **Virtual compound link**, do the following:

- Select **Virtual - Compound link.**
-  In the **Compound Definition** area, click the **Add** button to open the Add dependency dialog box.
- From the **Source** list, select the source node.
- From the **Target** list, select the target node.
- From the **Relationship** list, select an available relationship connecting the two nodes. The list of available relationships appears only after defining both nodes.
- From the **Relationship Direction** list, select the required direction.

Note: You can create as many virtual compound definitions as necessary.

➤ Click **OK** to save the compound definition. The compound definition appears in the Compound definition dialog box.

Note: Each node represents a step in the chain leading from one node to the other. Ensure that <**node 1**> of the first row and <**node 2**> of the last row are the two selected nodes in the TQL query.



➤ To delete a definition, select the required definition and click the **Delete** button.



➤ To edit a definition, select the required definition and click the **Edit** button to open the Add dependency dialog box. Edit the definition as described in step 6.

➤ In the **Depth** box, select a number that determines how many steps (that is, how many connecting nodes) in the TQL pattern you want included in the discovery process. The default is 5.

7 Click **OK** to save your definitions.

Deleting a Node or Relationship

This section describes how to delete a node or relationship.

To delete a node or relationship:

Right-click the TQL node or relationship you want to delete and select **Delete**.

Setting TQL Node and Relationship Definitions

After you have added the TQL nodes and relationships required for your query, you can define their specific attribute conditions.

This section includes:

- Defining TQL Nodes and Relationships – for details, see page 55
- Changing the CI Type of the TQL Node – for details, see page 56
- Defining Attribute Conditions for Nodes and Relationships – for details, see page 57
- Filtering Query Results in the Attribute Condition Tab – for details, see page 60
- Defining Qualifier Conditions – for details, see page 61
- Defining Relationship Cardinality – for details, see page 62
- Filtering Query Results in the Cardinality Tab – for details, see page 63

Defining TQL Nodes and Relationships

This section describes how to define TQL nodes and relationships.

To define TQL nodes and relationships:

1 In the editing pane, right-click the TQL node or relationship whose attribute conditions you wish to define, and select **TQL Node Definition** or **TQL Relationship Definition** to open the TQL Node/Relationship Definition dialog box.

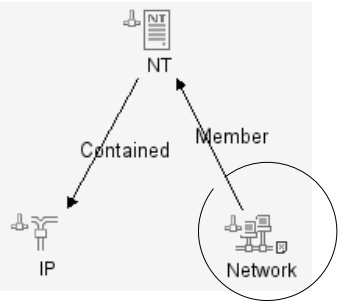


Note: Alternatively, you can select the required node/relationship, and click the **Go to Edit Dialog** button in the Information pane to open the TQL Node/Relationship Definition dialog box.

---

2 (Optional) The **Element name** box contains the name of the selected node/relationship. By default, Mercury Business Availability Center assigns the CIT type as the element's name. You can rename a TQL node in the **Element name** box giving it a unique label. This can be helpful when there is more than one node of the same CIT type in the TQL query.

3 To display the selected TQL node in the editing pane, select **Visible**. When **Visible** is cleared, an invisible box appears to the right of the selected TQL node in the editing pane:



Any query results pertaining to that TQL node are not displayed in the topology map. This can be useful when certain relationships or TQL nodes are required to build the query but are not needed in the results. For example, NTs are connected to the network by defining specific IPs, but in any query results you may want to view the IP elements only and not the NT elements

4 To display both the selected CI and its descendents in the topology map, select **Include subclasses**.

Changing the CI Type of the TQL Node

You can change the CI type of the TQL node after you have created a TQL.

To change the CI type of a TQL node after creating a TQL query:

1 In the editing pane, right-click the TQL node whose CI type you want to change. and select **TQL Node Definition** to open the TQL Node Definition dialog box.

2 Click the **Change CI type** button to open the Change CI type dialog box.

3 Select the required CI type and click **OK**.

Note: You can only change the CI type to a type from one of the CIT's subclasses, if one exists.

Defining Attribute Conditions for Nodes and Relationships

This section describes how to define attribute conditions for nodes and relationships.

To define attribute conditions:

1 In the editing pane, right-click the TQL node or relationship whose attribute conditions you wish to define, and select **TQL Node Definition** or **TQL Relationship Definition** to open the TQL Node/Relationship Definition dialog box.

2 In the TQL Node/Relationship Definition dialog box, click the **Attribute Conditions** tab.



3 Click the **Add an attribute condition** button to open the Condition dialog box.

4 From the **Attribute Name** list, choose the required attribute.

5 From the **Operation** list, select the required operation.

The operations in the **Operation** list are:

Operation	Description
Equal	Checks whether the attribute value is equal to the value specified in the **Value Comparison** box.
Not equal	Checks whether the attribute value is not equal to the value specified in the **Value Comparison** box.
Is null	Checks whether the attribute value is null.
Like	Uses a wildcard (%). Use **Like** when you are not sure of the complete name of what you are looking for.

Operation	Description
In	Displays only the instances where this attribute value equals one of the selected values. For example, for CIs that have an operational state that equals Warning(2) and Warning(3), select the operation **In**, and select both Warning(2) and Warning(3) from the **Value comparison** list.
Equal ignore case	Checks whether the attribute value is equal to the value specified in the value box regardless of the case.
Greater	Checks whether the attribute value is greater than the value specified in the **Value comparison** box.
Great than or equal	Checks whether the attribute value is greater than or equal to the value specified in the **Value comparison** box.
Less	Checks whether the attribute value is less than the value specified in the **Value comparison** box.
Less than or equal	Checks whether the attribute value is less than or equal to the value specified in the **Value comparison** box.
Changed during	(Displayed only when you select the **Create Time** attribute.) Displays only the instances that changed during the period specified in the **Value comparison** box.
Unchanged during	(Displayed only when you select the **Create Time** attribute.) Displays only the instances that did not change during the period specified in the **Value comparison** box.
In list	Equals one of the elements that appears in the list. For example: 320,4445,3483.

Note:

- When using the **Not equal** or **Not like** operations, query results do not include data from the CI instances that were not assigned a value. For example, let us assume that your system contains three hosts. Host1 was assigned the value A, Host2 was assigned the value B, and Host3 was not assigned a value. If you created a query in which you want to retrieve all hosts that are **Not equal** to A, the results of your query only include Host2 because Host3 was not assigned a value.
- Mercury Business Availability Center supports both MS SQL and Oracle database servers. MS SQL Servers used by Mercury Business Availability Center are not case sensitive by default, unlike Oracle servers which are case sensitive. Consequently, if you are using MS SQL Server, the **Equal** operation retrieves the same query results as the **Equal ignore case** operation. For example, if you select the attribute **City**, the operation **Equal**, and type **NEW YORK** in the **Value comparison** box, case differences will be ignored and query results include **NEW YORK**, **New York** and **new york**.

---

6 If you want to make a value comparison, do the following:

- Select **Value**.
- In the **Value Comparison** box, enter or select the value of the attribute.

Note: If you use a string in the **Value** box, it must appear in single quotes, as follows: 'YOKO', 'JASON'.

---

7 If you want to create a condition in which you compare two attributes, do the following:

- Select **Attribute**.
- In the **Attribute Comparison** box, select the required attribute from the **Attribute Comparison** list.

8 To filter the query results, see "Filtering Query Results in the Attribute Condition Tab" below.

9 Click **OK** to save the changes you have made and close the Condition dialog box.

Filtering Query Results in the Attribute Condition Tab

In the **Attribute Condition** tab, you can create an expression defining conditions that restrict the number of nodes that appear in the query.

To filter your query results:

1 In the editing pane, right-click the TQL node or relationship whose attribute conditions you wish to define, and select **TQL Node Definition** to open the TQL Node Definition dialog box.

2 Click the **Attribute Condition** tab.

3 In the **Condition** area, create an expression using the following:

Field	Description
NOT	Select **NOT** if you want the condition statement to do the opposite of what is defined. **Note**: If you select **NOT**, query results do not include data from the CI instances that were not assigned a value. For example, let us assume that your system contains three hosts. Host1 was assigned the value A, Host2 was assigned the value B and Host3 was not assigned a value. If you created a query in which you want to retrieve all hosts that are equal to A and selected **NOT**, the results of your query only include Host2 because Host3 was not assigned a value.
Brackets 	Click inside the **Brackets** box to display a list of brackets you can use to build more complex logical statements.

Field	Description
Criteria	Contains the attribute condition definition as defined in the Condition dialog box (for details, see step 3 in "Defining Attribute Conditions for Nodes and Relationships" on page 57).
And/Or	Click inside the **And/Or** field and select either **And** or **Or** to link multiple conditions.

4 To delete an attribute condition, select the attribute condition you want to delete and click the **Delete selected row** button.

5 To insert an attribute condition before a selected row, select the required row, and click the **Insert an attribute condition before a selected row** button to open the Condition dialog box.

6 To edit an attribute condition, select the attribute condition you want to edit and click the **Edit selected row** button to open the Condition dialog box. For details on how to define an attribute condition, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

7 To move a row up, select the row you want to move and click the **Move selected row up** button.

8 To move a row down, select the row you want to move and click the **Move selected row down** button.

9 Click **OK** to save the changes you have made.

Defining Qualifier Conditions

This section describes how to define qualifier conditions for the selected node/relationship. For example, you can use a qualifier to define a CIT as abstract, meaning you cannot create instances from it.

To define qualifier conditions:

1 In the editing pane, right-click the TQL node or relationship whose qualifier conditions you wish to define, and select **TQL Node Definition** or **TQL Relationship Definition** to open the TQL Node/Relationship Definition dialog box.

2 Click the **Qualifier condition** tab.

3 Select the required qualifier(s) according to the following:

- **NOTIFY_CHANGES** – For internal use only
- **BLE_LINK_CLASS** – For internal use only
- **ABSTRACT_CLASS** – You cannot create instances of this CIT
- **ITU_HIDDEN_CLASS** – For internal use only
- **CONTAINER** – Relevant for relationships only. Represents containment between two CIs.
- **HIDDEN_CLASS** – Does not appear anywhere in the application.
- **READ_ONLY_CLASS** – For internal use only

Note: You can hold the CTRL key down to make multiple selections.

- Click **OK** to save your definitions.

Defining Relationship Cardinality

In this section, you define how many CI instances you expect to have at the end of a relationship in your query result.

To define relationship cardinality:

1 In the editing pane, right-click the TQL node or relationship whose qualifier conditions you wish to define, and select **TQL Node Definition** or **TQL Relationship Definition** to open the TQL Node/Relationship Definition dialog box.

2 Click the **Cardinality** tab.

Note: This tab only appears when a node is selected.



3 Click the **Add an attribute condition** button to open the Relationship Cardinality dialog box.

4 In the **Node** box, select the required relationship to which the selected node is attached. The list will contain all the relationships that are linked to the selected node.

   In the following steps, you define the lower and upper limits for including the node at the other end of the relationship in the query results.

5 In the **Min** box, enter the value that defines the lower limits for including the node at the other end of the relationship in the query results.

6 In the **Max** box, enter the value that defines the upper limits for including the node at the other end of the relationship in the query results. You can use an asterisk (*) in the **Max** box to represent an infinite value.

   For example, if <end_1> is IP and <end_2> is NT, entering 1 in the **Min** box and asterisk (*) in the **Max** box instructs the system to retrieve only those IPs that are connected to at least one NT. (The asterisk indicates an infinite value.) Entering 3 in the **Min** box and asterisk (*) in the **Max** box instructs the system to retrieve only those NTs that are connected to at least three IPs.

7 To filter the query results, see "Filtering Query Results in the Cardinality Tab" on page 63.

8 Click **OK** to save the changes you have made.

Filtering Query Results in the Cardinality Tab

Mercury Application Mapping enables you to define relationship conditions that allow the relationship's connecting node to be included in the TQL query results. In the **Cardinality** tab, you can create an expression defining that condition.

To filter your query results:

1 In the editing pane, right-click the TQL node or relationship whose qualifier conditions you wish to define, and select **TQL Node Definition** to open the TQL Node Definition dialog box.

2 Click the **Cardinality** tab.

3 In the **Cardinality** area, create an expression using the following:

Field	Description
Brackets { }	Click inside the **Brackets** box to display a list of brackets you can use to build more complex logical statements.
Criteria	Contains the attribute condition definition as defined in the Condition dialog box (for details, see step 3 in "Defining Attribute Conditions for Nodes and Relationships" on page 57).
And/Or	Click inside the **And/Or** field and select either **And** or **Or** to link multiple conditions.

4 To delete an attribute condition, select the attribute condition you want to delete and click the **Delete selected row** button.

5 To insert an attribute condition before a selected row, select the required row, and click the **Insert an attribute condition before a selected row** button to open the Condition dialog box.

6 To edit an attribute condition, select the attribute condition you want to edit and click the **Edit selected row** button to open the Condition dialog box. For details on how to define an attribute condition, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

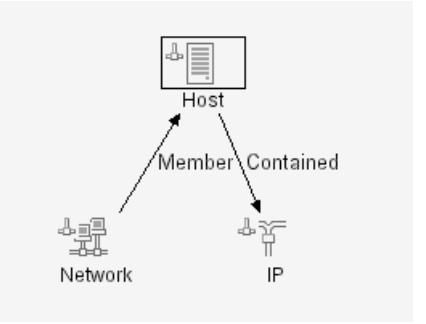
7 To move a row up, select the row you want to move and click the **Move selected row up** button.

8 To move a row down, select the row you want to move and click the **Move selected row down** button.

9 Click **OK** to save the changes you have made.

Sample Relationship Conditions

This section contains an example of relationship conditions based on the sample TQL query shown below.

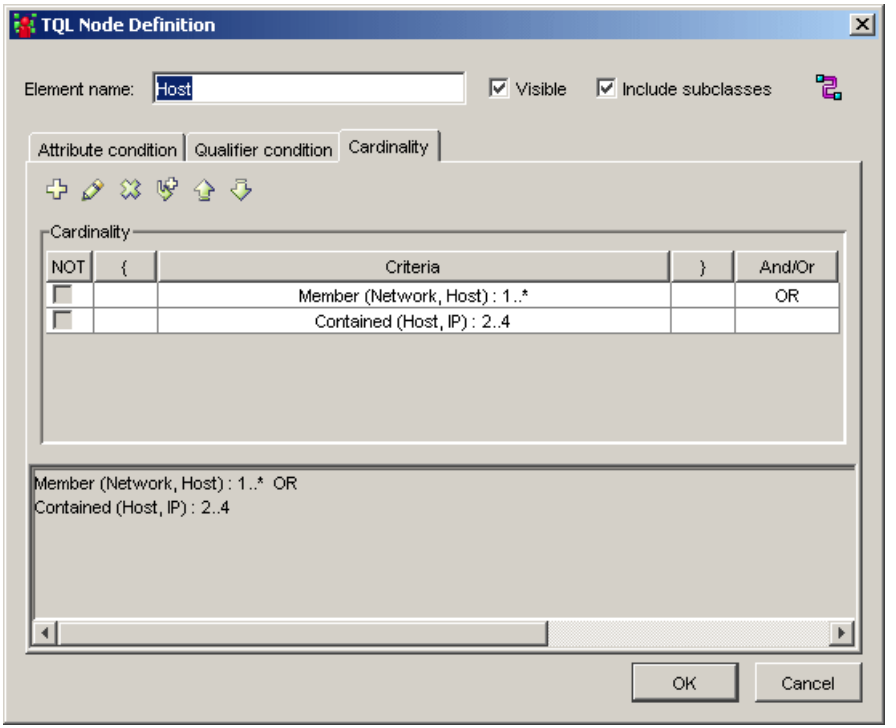


The following relationship conditions were defined for the TQL:

In the Relationship Cardinality dialog box, the following was defined (see "Defining Relationship Cardinality" on page 62):

- Member – **Min**: 1, **Max**: *
- Contained – **Min**: 2, **Max**: 4

The definitions appear in the **Cardinality** section, as displayed below.



- [contained (Host, IP)] OR [member (Network, Host)] – means that the host must either have between two and four IPs OR be a member of the network.
- [contained (Host, IP)] AND [member (Network, Host)] – means that the host must have between two and four IPs AND ALSO be a member of the network.

Using the TQL Node Wizard

You can use the TQL Node Wizard to build a TQL query. The TQL Node Wizard allows you to:

- Add a node to a TQL query
- Add a relationship to a TQL query
- Define node conditions
- View all of the instances found for the TQL node in a table

This section includes:

- Adding a Node to the TQL Query – for details, see page 67
- Adding a Relationship to a TQL Query – for details, see page 70
- Setting TQL Node Definitions – for details, see page 72
- Showing TQL Node Instances – for details, see page 73

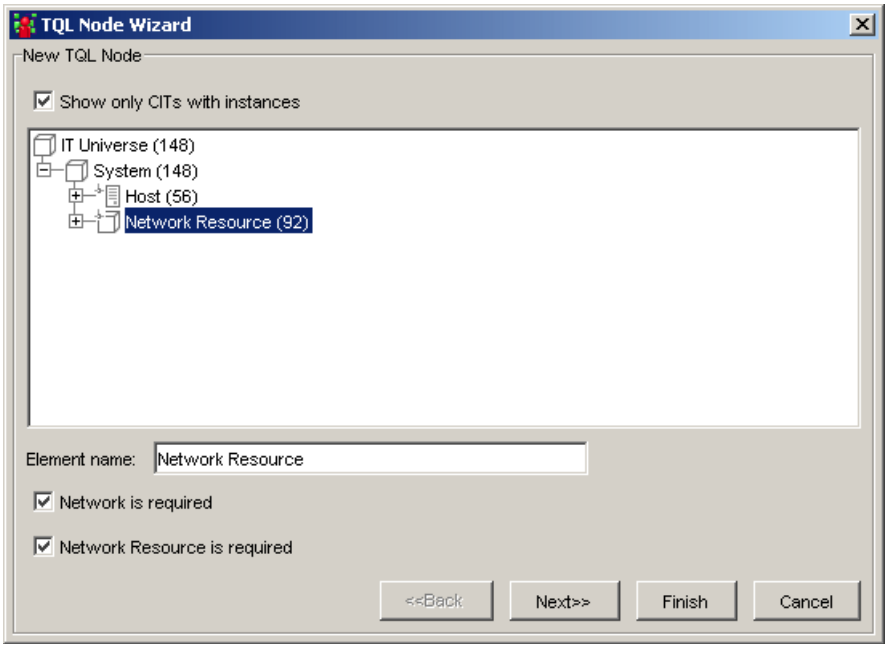
Adding a Node to the TQL Query

This section describes how to add a node to the TQL query.

To add a node to the TQL query:

1 In the required view, if the view is empty, drag a TQL node on to the editing pane from the tree displayed in the Configuration Item Type pane.

2 Right-click the required TQL node and select **TQL Node Wizard**. The New TQL Node page opens, allowing you to add a new TQL node to the query.



This page displays only the list of TQL nodes of the CIT type that have valid relationships to the selected (source) node.

To the right of each node, the number of CI instances that exist in the CMDB for that CIT type is displayed. The number of instances is only updated after you close the TQL Node Wizard and open it again.

The first node in the hierarchy tree is selected by default.

---

3 Select the **Show only CITs with instances** check box to display only the CITs of which there are instances in the CMDB.

Note: The **Show only CITs with instances** check box is selected by default.

---

4 (Optional) The **Element name** box contains the name of the selected node. By default, Mercury Business Availability Center assigns the CIT type as the element's name. You can rename a TQL node in the **Element name** box giving it a unique label. This can be helpful when there is more than one node of the same CIT type in the TQL query.

5 The **<node> is required** check box defines the relationship cardinality (for details, see "Defining Relationship Cardinality" on page 62).

- Select the **<node> is required** check box for each node to include a minimum of one instance of the node at the other end of the relationship in the query results. Selecting the check box gives the relationship a cardinality value of 1*.
- Clear the **<node> is required** check box to give the relationship a cardinality value of 0*.

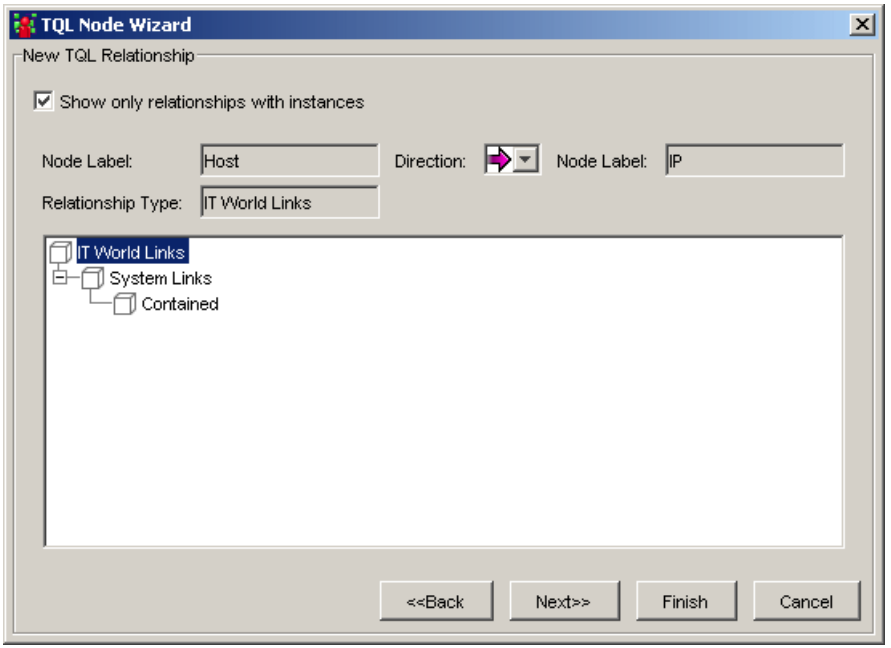
6 Click **Finish** to create the TQL query with the node you have added. To add a relationship, see "Adding a Relationship to a TQL Query" on page 70.

Adding a Relationship to a TQL Query

This section describes how to add a relationship to the TQL query.

To add a relationship to the TQL query:

1 In the New TQL Node page (for details, see "Adding a Node to the TQL Query" on page 67), select **Next** to open the New TQL Relationship page.



The Add Relationship dialog box contains the following fields:

Field	Description
Show only relationships with instances	Display only the relationships of which there are instances in the CMDB.
Node Label	The label of the source node. The default value is the CI Type display name. For details, see "Creating CITs" in *CI Type Manager Administration*. **Note:** This field appears on the right hand side of the page.

Field	Description
Direction	The direction of the relationship that indicates which node is dependent on the other.
Node Label	The label of the node you selected in the New TQL Node page. **Note:** This field appears on the right hand side of the page.
Relationship Type	A valid relationship that defines the connection between the selected nodes. The field displays the relationship you selected in the node hierarchy tree.

2 Select the required direction of the relationship.

3 If required, select another valid relationship type to define the connection between the selected nodes.

Note: The relationship type that is selected by default is the highest in the hierarchy of the available, valid relationships.

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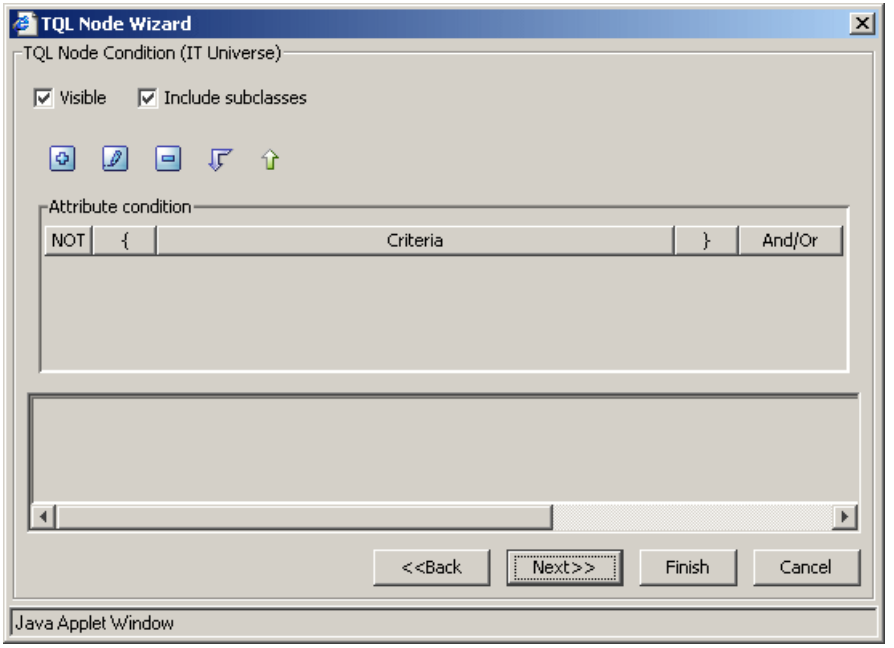
4 Click **Finish** to create the TQL relationship you added to the query. The selected nodes are linked by the relationship you have selected. The direction of the relationship indicates which node is dependent on the other. To set node definitions, see “Setting TQL Node Definitions” on page 72.

Setting TQL Node Definitions

This section describes how to define TQL node definitions.

To define TQL node definitions:

1 In the New TQL Relationship page (for details, see "Adding a Relationship to a TQL Query" on page 70), select **Next** to open the New TQL Node Condition page.



2 To define attribute conditions for the node you added, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

3 To filter query results in the **Attribute condition** area, see "Filtering Query Results in the Attribute Condition Tab" on page 60.

4 Click **Finish** to save the node conditions you have defined. To display the TQL instances that were found, see "Showing TQL Node Instances" on page 73.

Showing TQL Node Instances

You can display all of the instances found for each TQL node in a table.

To display all of the instances found for each TQL node in a table:

1. In the TQL Node Condition page (for details, see "Setting TQL Node Definitions" on page 72), select **Next** to open the Element Instances page. For details, see "Showing TQL Node Instances" on page 85.
2. Click **Finish** to save your TQL query definitions.

Grouping CIs

Mercury Business Availability Centerenables you to group the CIs in a pattern view according to defined criteria, for example, by CIT or by a particular attribute. You can apply the grouping option you defined to the layer of your view to organize the way the view is presented throughout Mercury Business Availability Center. For more details, see "Grouping Options (Pattern Views Only)" on page 25.

You can define whether different grouping definitions should be used for the topology and tree presentations of the view. To define different grouping options for topology and tree presentations, you select the **Use different folding/grouping definitions** option in the view properties window (for details, see "Using the Different Folding/Grouping Definitions Option" on page 22).

You can apply grouping options for the overall view, or different grouping options can be defined to apply for the topology presentations and tree presentations of the view.

This section has the following topics:

- "Grouping CIs in the Topology Map" on page 74
- "Grouping By Attribute Properties" on page 77
- "Nested Groups" on page 78

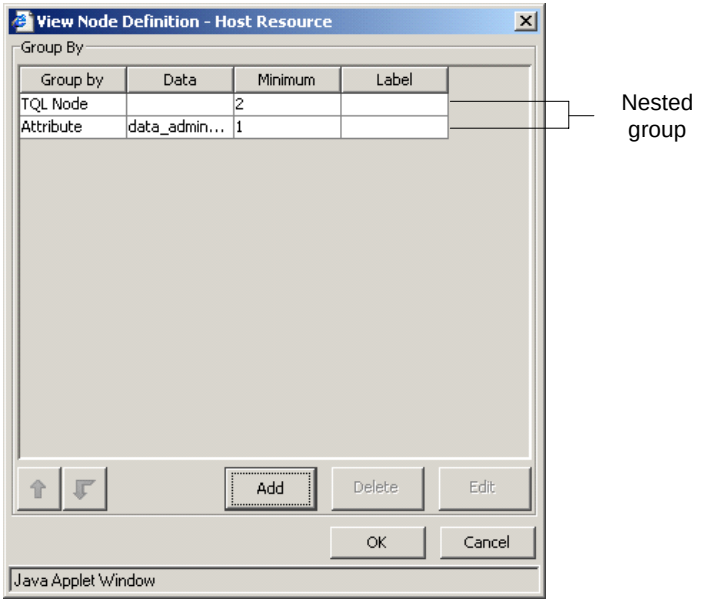
Grouping CIs in the Topology Map

This section describes how to group CIs in the topology map.

To group CIs in the topology map:

1. In the editing pane, right-click the node for which you want to create groups according to selected criteria and select **View Node Definition**. The View Node Definition dialog box appears.
2. To define a group of nodes for this view, click **Add** to display the Group Configuration Items dialog box.
3. Define a group of nodes for this view by selecting one of the following options:
   - **Configuration Item Type –** Group CIs in the topology map by their CIT.
   - **TQL Node –** Groups all CIs of the same CIT that fulfill the node definition criteria. By default, these CIs appear in the topology map under a folder, containing the name of the selected TQL node and an automatically added identification number.
   - **Attribute –** Groups CIs from multiple CITs in the topology map, according to the attribute selected from the list. A CI can be a member of multiple groups. The **Attribute** option enables you to group CIs from different CITs. The **Configuration Type Item** and **TQL Node** options are used to group CIs from the same CIT. For details, see "Grouping By Attribute Properties" on page 77).
4. (Optional) In the **Minimum in group** box, enter the minimum number of matching CIs required to create the group. By default, there must be at least one CI in the group.
5. (Optional) In the **Group label** box, enter the label of the group.
6. You can create nested groups (using the **operation state** attribute), that is, a CI group inside another CI group. This option provides you with additional fine-tuning of the TQL results that are displayed in the topology map (for more details, see "Nested Groups" on page 78).

7 To nest a group, create one group and return to the **Group By** dialog box (for more details, see "Nested Groups" on page 78). Click the **Add** button again and create another group. When you finish creating the second group, the **Group By** tab should look similar to the following figure:



You can repeat this procedure to create as many groups as needed.



8 To change their nesting order by using the arrow buttons at the bottom of the View Node Definition dialog box.

9 To delete a group, select the required group and click **Delete**.

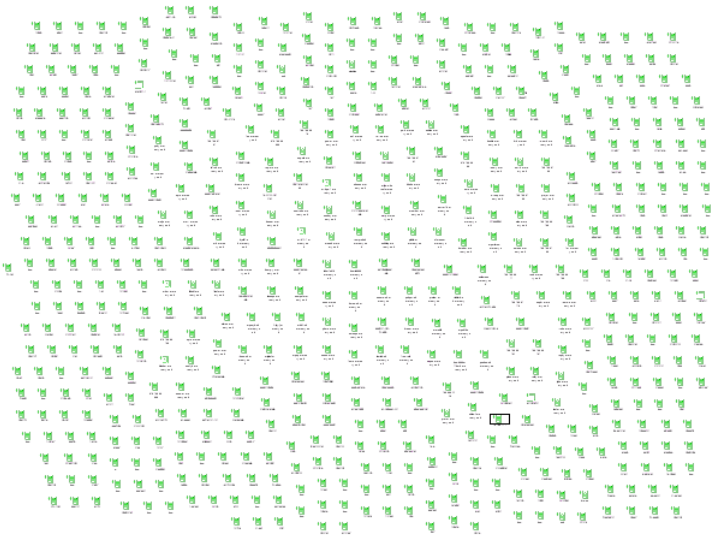
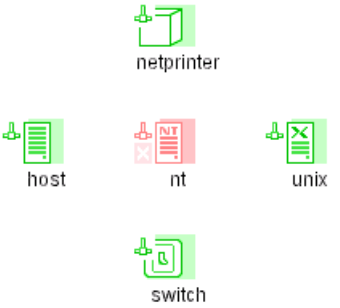
10 To edit a group:

- ➤ Select the required group and click **Edit**.
- ➤ Repeat steps 2 to 4 in "Grouping CIs in the Topology Map" on page 74.

11 Click **OK** to save the node's definitions.

12 Click **OK** to save the definitions of the selected node.

This following contains examples showing how the host grouping affects the display in the topology map:

	Non-grouped hosts
	Grouped hosts

Grouping By Attribute Properties

You can group nodes from multiple CITs in the topology map, according to the following attributes:

➤ **Mask to group by:**

Enter a regular expression, as follows:

➤ In the first field, enter the regular expression pattern. This is the structure of the selected attribute.

➤ In the second field, enter the group number. This is the part of the regular expression pattern to focus on when creating the group.

For example, enter a regular expression to define the IP address (aa.yy.zz.mm), as follows:

To:	In the First Field Enter:	In the Second Field Enter:
Group by zz	(.*[.].*[.])(.*)([.].*)	2
Group by yy	(.*[.])(.*)([.].*[.].*)	2
Group by aa	(.*)([.].*[.].*[.].*)	1
Group by mm	(.*[.].*[.].*[.])(.*)	2

You can also group by the first or last letter of any attribute:

For example, enter a regular expression to group the nodes by the first or last letter(s) of the selected attribute as follows:

To:	In the First Field Enter:	In the Second Field Enter:
Group by the first letter	(.)(.*)	1
Group by the last letter	(.*)(.)	2
Group by the first two letters	(..)(.*)	1
Group by the last two letters	(.*)(..)	2

➤ **Group List** – Define the specific groups of the selected attribute to be created. For example, to display two groups of IP addresses that end between 0 and 100, enter 0-50, 51-100. Any IPs that fall outside this group are placed automatically into the **Others** group.

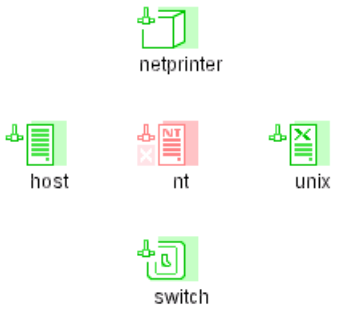
Nested Groups

You can create nested groups (a node group inside another node group) to help fine-tune the TQL results that are displayed in the topology map.

For example, after grouping host nodes by their CIT, you can use their **operation state** attribute to create more focused groups.

In the topology map, nested grouping is displayed as follows:

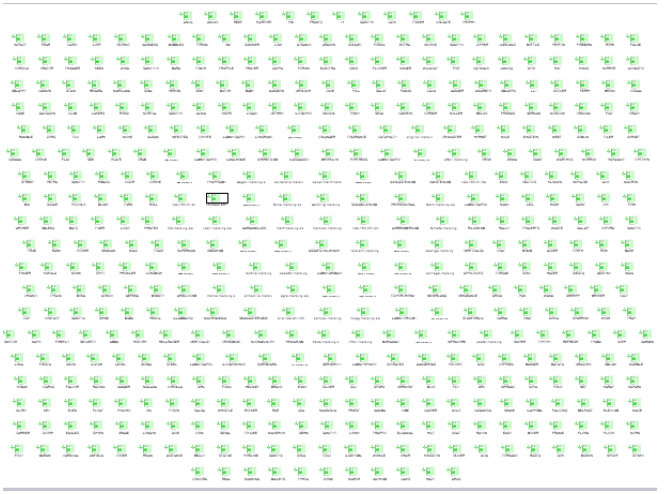
➤ The first layer shows host nodes grouped by their CIT:



➤ Drill down to the next layer to display host nodes grouped by **Oper State**:



➤ Drill down to the next layer to display host nodes belonging to a certain host CIT and with the same **Oper State**:



Straightening a Relationship With an Angle

Mercury Business Availability Center allows you to straighten a relationship that has angles.

To straighten a relationship with angles:

Right-click the relationship that has an angle and select **Straighten**.

Adding Organization (Folding) Rules to Relationships

After setting the node and relationship definitions of the view, you can add organization (folding) rules to selected relationships. This enables you to define the organizational structure of CIs in the topology map by displaying selected CIs at different levels. When no folding rules are defined, the topology map displays all CIs included in the query results on one level by default. For example, if the query results include hosts and networks, both CIs are displayed on the same level in the topology map.



If an icon appears with a shadow in the topology map, it means that there is an additional CI layer beneath it, created by a parent or child folding rule.

You can define whether different folding definitions should be used for the To define different folding options for topology and tree presentations, you select the **Use different folding/grouping definitions** option in the view properties window (for details, see "Using the Different Folding/Grouping Definitions Option" on page 22).

To add folding rules:

1. In the editing pane, right-click the relationship for which you want to define a folding rule.
2. Select **Add Rule**.
3. Select one of the following options to define the organizational structure between the two CI types connected by the selected relationship:
   - **Parent** – Select this option to display Node1 as the parent of Node2. That is, double-clicking the Node1 element on one map level displays a new map level with Node2 elements.
   - **Right Sibling** – Select this option to display Node1 elements wherever Node2 elements are displayed. That is, both CIs are displayed on the same map level.
   - **Left Sibling** – Select this option to display Node2 elements wherever Node1 elements are displayed. That is, both CIs are displayed on the same map level.

- **Child** – Select this option to display Node1 as the child of Node2. That is, double-clicking a Node2 element on one map level displays a new map level with Node1 elements.
- **None** – Do not define any folding rules for this relationship.

Defining Multiple Relationship Rules

As an alternative to adding folding rules (for details, see "Adding Organization (Folding) Rules to Relationships" on page 80), you can choose to define multiple relationship rules.

Whereas you define organizational rules to define the structure of two nodes connected to a specific relationship, you define relationship rules to define the structure between CITs in a view.

For example, if one of the view's nodes is a host, you can specify different relationships for NT, UNIX, router, and so forth. By assigning different folding rules to different CITs, views can encompass and represent additional query data.

Note: If both folding and relationship rules have been defined, the definitions for the folding rules override the definitions for relationship rules.

This section includes the following topics:

- Defining Multiple Relationship Rules – for details, see page 82
- Editing Relationship Rules – for details, see page 83
- Deleting Relationship Rules – for details, see page 83

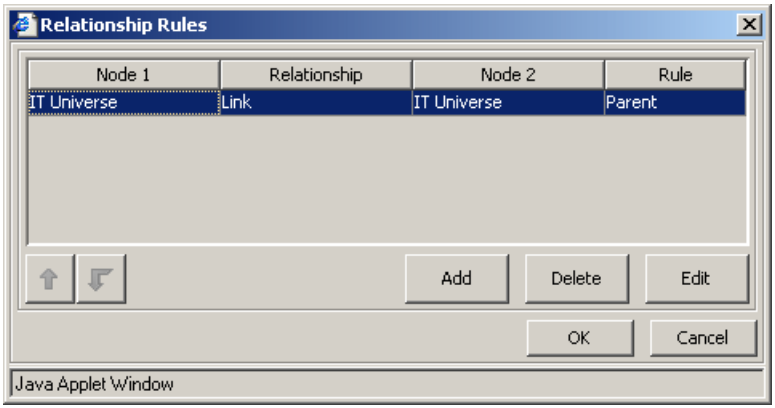
Defining Multiple Relationship Rules

Note: You can define sibling and child rules for the same relationship between two CITs. However, you cannot define parent and child rules for the same relationship, or left sibling and right sibling rules.

To define multiple relationship rules:



1 In the toolbar, click the **Relationship folding rules** button to open the Relationship Rules dialog box.



2 Click **Add** to display the Add Rule dialog box.

3 Select the required Node1 node in the **Node1** list.

4 Select the required Node2 node in the **Node2** list.

5 From the **Relationship** list, select an available relationship connecting the Node1 node to the Node2 node. (Enabled only after you defined both CITs.)

6 From the **Rule** list, select a folding rule: **Parent**, **Right Sibling**, **Left Sibling**, or **Child**. For details, see “Adding Organization (Folding) Rules to Relationships” on page 80.

7 Click **OK** to save the settings you have defined. The new rule is added to the Relationship Rules dialog box.

8 Repeat steps 2 to 7 to add another rule.

9 Click **OK**.

Editing Relationship Rules

This section describes how to edit an existing relationship rule.

To edit a relationship rule:

1 In the Relationship Rules dialog box, select the rule you want to edit and click **Edit** to display the Add Rule dialog box.

2 Make the required changes.

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

Deleting Relationship Rules

This section describes how to delete an existing relationship rule.

To delete a relationship rule:

In the Relationship Rules dialog box, select the rule you want to delete and click **Delete**.

Creating a Dependency Graph

You can create a graph that represents additional TQL query data related to a specific CI. The discovery pattern searches for the results from TQL query as well as the dependency graph definitions. The query recursively retrieves all the related CIs by a defined depth.

In the graph, you can define the relationship that is connected to a specific node. For example, if one of the nodes is a host, you can specify different relationships for NT, Router, and IP. You can also define attribute conditions for nodes. For details, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

The discovery pattern retrieves data that meets the criteria that is defined in the dependency graph.

This section contains the following topics:

- Defining a Dependency Graph – for details, see page 84
- Deleting a Dependency Definition – for details, see page 85
- Editing a Dependency Definition – for details, see page 85

Defining a Dependency Graph

This section describes how to define a dependency graph.

To define a dependency graph:

1. Right-click the required node and select **Add SubGraph** to open the Dependency List dialog box.
2.  Click the **Add** button to open the Add Dependency dialog box.
3. From the **Node 1** list, select the desired node.
4. From the **Node 2** list, select the desired node.
5.  To define attribute conditions for the node you selected, click the **Condition** button to the right of the node. For information on how to define attribute conditions, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

Note: The **Condition** button is enabled only after you selected a node from the node list.

---

6. From the **Relationship** list, select an available relationship connecting Node 1 to Node 2. The list of available relationships appears only after defining both nodes.
7. Click **OK** to save the dependency map definition. The dependency map definition appears in the Dependency List dialog box.
8. In the **Depth** box, select a number that determines how many steps (that is, how many connecting nodes) in the TQL pattern you want included in the discovery process. The default is 5.
9. Click **OK** to save the changes you have made.

Deleting a Dependency Definition

This section defines how to delete a dependency definition.

To delete a dependency definition:

1 From the Dependency List dialog box, select the row you want to delete.



2 Click the **Delete** button.

Editing a Dependency Definition

This section defines how to edit a dependency definition.

To edit a dependency definition:

1 From the Dependency List dialog box, select the row you want to edit.



2 Click the **Edit** button to open the Add Dependency dialog box.

3 Edit the nodes and relationships as desired. For details, see "Defining a Dependency Graph" on page 84.



4 To define attribute conditions for a node, click the **Condition** button to the right of the node.

For details, see "Defining Attribute Conditions for Nodes and Relationships" on page 57.

5 Click **OK** to save the changes you have made.

Showing TQL Node Instances

You can display all of the instances found for each TQL node in a table.

To display all of the instances found for each TQL node in a table:

1 In the editing pane, right-click the required TQL and select **Show element's instances** to open the Element instances dialog box.

The list of nodes are divided into pages. The number at the bottom of the screen indicates which page is currently being displayed. For example, 2/4 means that it is the second out of four pages.

2 To view other pages, use the left and right arrows.

3 To determine the number of node instances that appear on a page, do the following:



- Click the **Set bulk size** button to open the Set bulk size dialog box.
- Use the up and down arrows or type the number of node instances you want to appear on a page and click **OK**.



4 To update the table, click the **Refresh** button.

5 Click **OK** to save the settings you have defined.

Editing a Pattern View

This section defines how to edit a pattern view.

To edit a pattern view:



1 In the Views pane of the **View Manager** tab, click the **Edit View** button of the view you want to edit. The Edit View window opens.

2 Make the required changes. For details, see "Pattern View Workflow" on page 44.

3 Click **OK** to save the changes you have made.

Copying and Pasting TQL Nodes and Relationships

You can copy and paste TQL nodes and relationships and their definitions into the same view or another view definition.

To copy and paste TQL nodes and relationships:

1 Select the node(s)/relationship(s) you want to copy into the same view or another view. To select more that one item, hold down CTRL and click the required TQL nodes/relationships.

2 Right-click the selected items and click **Copy**.

3 In the view where you want to paste the selected item(s), right-click and select **Paste**.

Saving the Pattern View

Once you have defined your pattern view, the last step is to save the TQL query to the CMDB so it can retrieve the data based on the definitions you have set. If you exit the View Manager without saving, a confirmation message is displayed, requesting that you save your changes.

To save the pattern view:

Click **OK** at the bottom of the Create View window. Mercury Business Availability Center takes you back to the **View Manager** tab where the view you have created is added to the list of views in the Views pane.

Using the Toolbar Options Specific to the View Manager

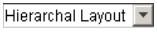
The following table describes a brief description of each toolbar option that is specific to the View Manager.

Option name	Icon	Use this option to...
Relationship rules		Display the Relationship Rules dialog box, enabling you to define multiple relationship rules. For details, see "Defining Multiple Relationship Rules" on page 81.
Hide information pane		Toggle between hiding and displaying the Information pane. The Information pane displays the attribute conditions you defined for the selected node/relationship. For details about defining attribute conditions, see "Setting TQL Node and Relationship Definitions" on page 55.

Option name	Icon	Use this option to...
Switch between topology map and tree definitions		Toggle between viewing different folding/grouping definitions in topology presentation and tree presentation. For details, see "Presentation Options for Views" on page 22.
TQL result count		Calculate the number of instances found for each TQL node/relationship.

Using the View Manager Toolbar

The following table describes the common toolbar buttons that appear in CMDB Administration and Dashboard.

Option Name	Icon	Use this option to...
Print		Print the contents of the topology map.
Layer Setup		Define the view's layer layout, by assigning positions for the nodes and relationships of the view. For details, see "Modifying Layer Layout Options" on page 95.
Layout		Select the layout display from the list. For details, see "Understanding Layout Options" on page 112.
Reorganize layer		Reorganize the CIs/CITs/nodes according to the selected layer. This is used when CIs/CITs/nodes have been moved around.
Save manual layout		Save changes to the manual layout in the topology map. For details, see "Manual Layout" on page 114. Save manual layout is relevant only to the topology map in Dashboard (see "Dashboard Topology Map" in *Using Dashboard*) and the topology map in IT Universe Manager (see "Working in Topology Map Mode" in *IT Universe Administration*).
Up layer		Go up one layer. This option is relevant only to the topology map in Dashboard (see "Dashboard Topology Map" in *Using Dashboard*) and the topology map in IT Universe Manager (see "Working in Topology Map Mode" in *IT Universe Administration*).
Refresh		Go to the server and load the layer again.

Option Name	Icon	Use this option to...
Hide All Relationship Labels		Toggle between showing or hiding the relationship labels.
Hide All Nodes Labels		Toggle between showing or hiding the CI/CIT/node labels.
Set label size		Enter the maximum number of characters you want the labels to contain.
Zoom		Zoom in on a specific section of the topology map by clicking and drawing a selection rectangle around the part you want to magnify. The area you have selected is displayed at the highest percentage that fits in the topology map.
Interactive Zoom		➤ Decrease the view magnification by clicking and pushing the pointer upwards. ➤ Magnify the view by clicking and pulling the pointer downwards.
Fit to window		Fit the complete view in the window.
Overview map		Opens a separate window with only the topology map.
Pan		Drag the view.

Option Name	Icon	Use this option to...
Navigation		Take the pointer to the next connected CI/CIT/node. ➤ Left-click to go from CI/CIT/node to CI/CIT/node in a clockwise direction. ➤ Right-click to point to the next CI/CIT/node in a clockwise direction. **Note:** You can use this option only on CIs/CITs/nodes that are connected by relationships.
Place in center		Place the selected CI/CIT/node or CIs/CITs/nodes in the center of the map.
Select mode		Select a CI/CIT/node or multiple CIs/CITs/nodes.

Printing the Topology Map

You can print the contents of the topology map pane. The result is similar to a screen capture. Therefore, it is recommended to arrange the contents of the Topology map according to your requirements before printing.

To print the contents of the topology map:

1. Select and display the contents you want to print in the topology map.
2. To arrange the contents of the topology map for print, you can use the **Layer Setup** and **Layout** options.

   For details about the **Layer Setup** option, see "Understanding Layer Setup" on page 93.

   For details about the **Layout** option, see "Understanding Layout Options" on page 112.



3. Select the **Print Map** button to open the Print dialog box.
4. In the **Copies** area, enter the number of copies you want to print.
5. Click **Properties** to open the Document Properties dialog box.
6. Define document properties as required.
7. Click **OK** in the Document Properties dialog box to save your changes.
8. Click **OK**.

Understanding Layer Setup

The **Layer Setup** option enables you to define the layout of a view's layers in a way that helps you achieve the clearest presentation possible. By assigning logical positions for the nodes and relationships that appear in the layer, you can fine-tune your view's visualization and thus facilitate the understanding and monitoring of your managed data.

This option applies only to nodes and relationships that are displayed in the topology map. The definitions that are set in the dialog boxes apply to a certain layer in a certain view and they determine the effects and behavior of the available layout settings (**General**, **Disconnected**, **Hierarchical**, **Orthogonal**, **Symmetric**, and **Routing**).

The **Layer Setup** option provides you with default values for each parameter, which you can leave or change as required. The parameter values are in pixels.

Defining a Layer's Layout

You can customize the layer layouts by modifying the default values.

To define a layer layout:

1 Click **Layer Setup** to open the Layer Properties dialog box with the following tabs:

- **General** – Defines general layout types for all layout types. For details, see "General Layout" on page 95.
- **Disconnected** – Defines general layout parameters for disconnected nodes and connected components. For details, see "Disconnected Layout" on page 96.
- **Hierarchical** – Shows the precedence relationships of the nodes in the selected layer. For details, see "Hierarchical Layout" on page 98.
- **Orthogonal** – Routes relationships only horizontally and vertically. For details, see "Orthogonal Layout" on page 106.
- **Symmetric** – Displays a clear representation of complex networks. For details, see "Symmetric Layout" on page 107.

- **Routing** – Leave nodes where they are in the graphic representation and reroutes the edges orthogonally. For details, see "Routing Layout" on page 109.

2 Enter new values for the layout type you want to change. See the following sections for details on each layout type.

- Click **Defaults** to restore the original default values.
- Click **Apply** to apply the changes you have made. The changes you made are saved but the dialog box remains open.
- Click **OK** to save the changes you have made to the database and close the dialog box.

Modifying Layer Layout Options

This section describes how to define the layout of view's layers.

Note: The layout definitions you set are per layer only and cannot be saved once you move to a different layer or a different view.

It includes the following topics:

- General Layout – for details, see page 95
- Disconnected Layout – for details, see page 96
- Hierarchical Layout – for details, see page 98
- Orthogonal Layout – for details, see page 106
- Symmetric Layout – for details, see page 107
- Routing Layout – for details, see page 109

General Layout

The General Layout settings are settings that are available with all layout styles. If your layout contains more than one graph, each graph is laid out separately, and then the intergraph edges (the relationships between the graphs) are routed.

In this tab you define General Layout parameters.

- **Margin Spacing** – Sets the borders around each node in the layer.
  - **Constant Spacing** – Sets a constant space around the displayed layer, vertically and horizontally. This space remains the same even if the size of the layer changes.
    - **Left** – The size of the space to the left of the display. Default is 20.
    - **Top** – The size of the space above the display. Default is 20.
    - **Right** – The size of the space to the right of the display. Default is 20.
    - **Bottom** – The size of the space under the display. Default is 20.

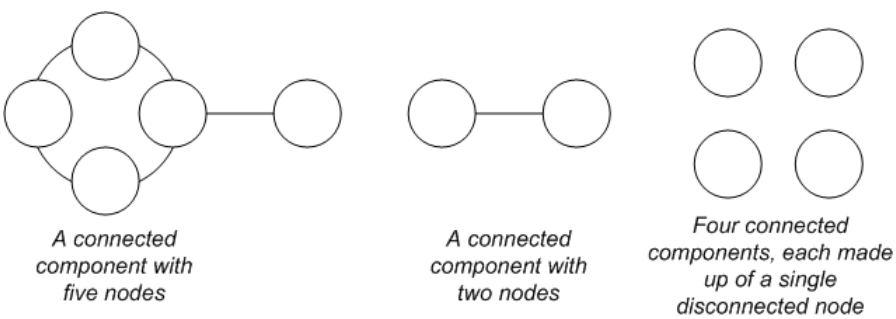
- **Proportional Spacing** – Sets a space around the displayed layer; the space is proportional to the display's size. This space changes when the size of the display changes.
  - **Left** – The size of the space to the left of the display. Default is 0.
  - **Top** – The size of the space above the display. Default is 0.
  - **Right** – The size of the space to the right of the display. Default is 0.
  - **Bottom** – The size of the space under the display. Default is 0.
- **Nested View Spacing** – For future use.
- **Intergraph Edge Spacing** – If intergraph edges are routed orthogonally, you can specify horizontal and vertical spacing for the edges.
  - **Horizontal Spacing** – Sets the horizontal distance between edges.
  - **Vertical Spacing** – Sets the vertical distance between edges.

Disconnected Layout

In this tab, you define general layout parameters for disconnected nodes and connected components:

- A disconnected node is a node that is not connected to any other node.
- A disconnected component is a component that is not connected to any other component. It contains a set of nodes that can be connected to each other.

The following example illustrates six connected components:



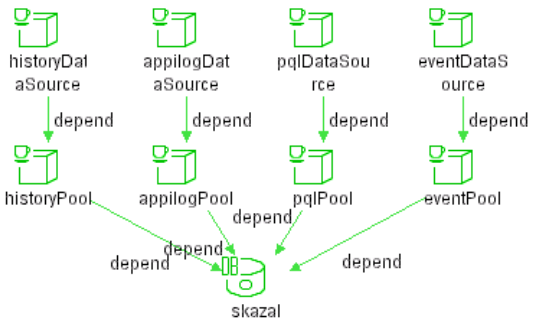
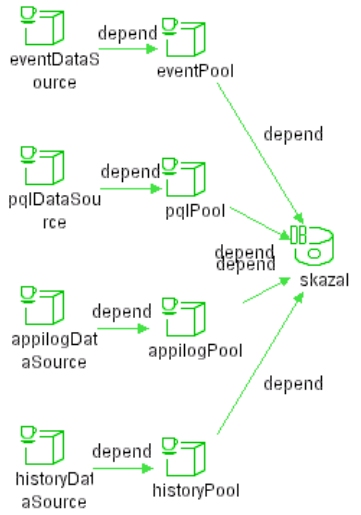
- **Components** – The spacing between the components in a disconnected graph consists of both a constant value and a proportional value based on the sizes of the components.
  - **Detect Components** – Select this option to view the disconnected components. You can specify that all components be laid out together or individually, regardless of the other components. If the grouping for components is selected, each component is laid out, and then the resulting components are packed together.
  - **Constant Spacing** – Sets constant spacing (horizontal and vertical) around each disconnected component. Default is 20.
  - **Proportional Spacing** – Sets spacing (horizontal and vertical) that is proportional to the size of the component around each disconnected component. Default is 0.05.
- **Disconnected Nodes** – The spacing between the nodes in a disconnected graph consists of both a constant value and a proportional value based on the sizes of the nodes.
  - **Detect Disconnected Nodes** – Select this option to view the disconnected nodes. You can specify that disconnected nodes be grouped into one component or treated individually while being laid out.
  - **Constant Spacing** – Sets constant spacing (horizontal and vertical) around each disconnected node. Default is 20.
  - **Proportional Spacing** – Sets spacing (horizontal and vertical) that is proportional to the size of the component, around each disconnected node. Default is 0.05.
- **Aspect Ratio** – The layout's proportions. This only affects the placement of components with respect to each other, not the layout of each individual component. It has no effect if the graph is connected.
  - **Automatic** – The layout is performed automatically.
  - **Custom** – You can specify the aspect ratio. The default is 1.0.

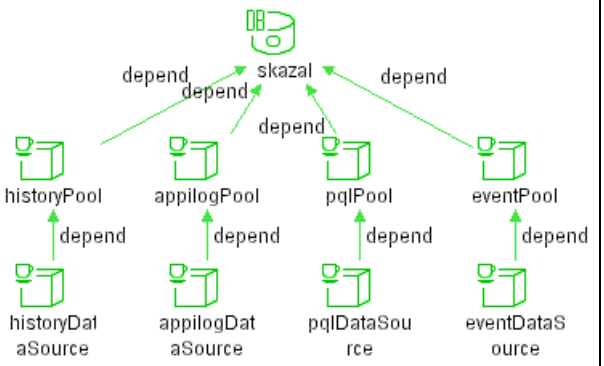
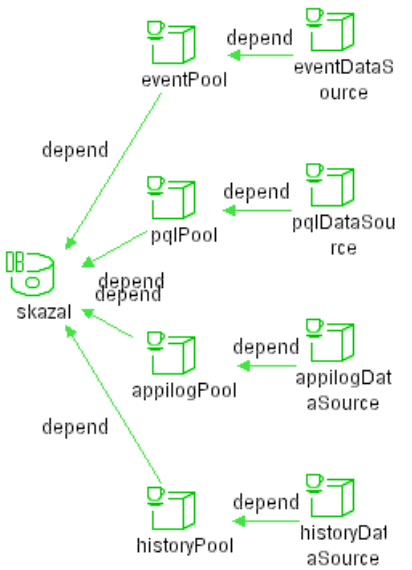
Hierarchical Layout

The hierarchical layout shows the precedence relationships that can represent organizational or information management system dependencies, as well as process models, software call graphs, and work flows. The hierarchical layout emphasizes dependencies by placing the nodes at different levels.

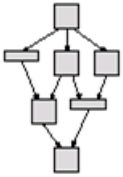
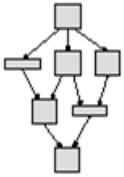
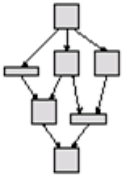
There are several layout options you can apply to a hierarchical layout, as described below.

➤ **Orientation** – The orientation of the hierarchy.

Top to Bottom – The children are above the parent (in the example, Alignment = Center).	
Left to Right – The children are to the left of the parent (in the example, Alignment = Center).	

Bottom to Top – The children are below the parent (in the example, Alignment = Center).	
Right to Left – The children are to the right of the parent (in the example, Alignment = Center).	

➤ **Level Alignment –** This option allows you to control the way nodes are aligned on a vertical level.

Top – The top of the nodes at the same level of the hierarchy are aligned.	**Center** – The center of the nodes at the same level of the hierarchy are aligned.	**Bottom** – The bottom of the nodes at the same level of the hierarchy are aligned.
		

➤ **Layout Quality** – You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout .

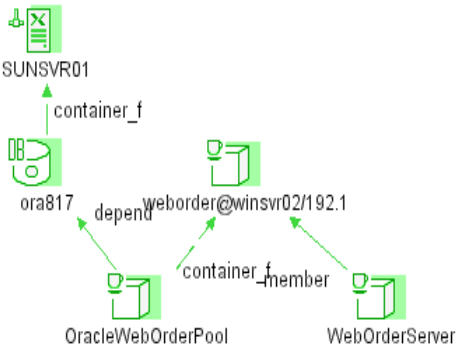
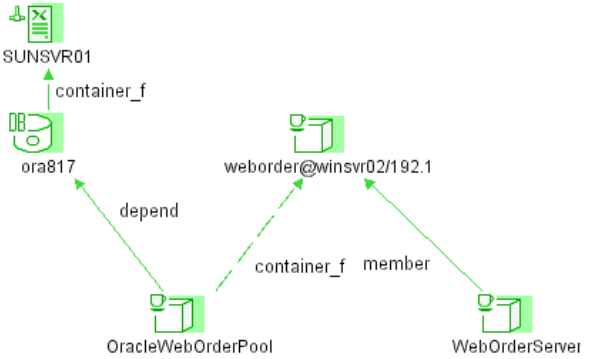
  ➤ **Draft**

  ➤ **Default**

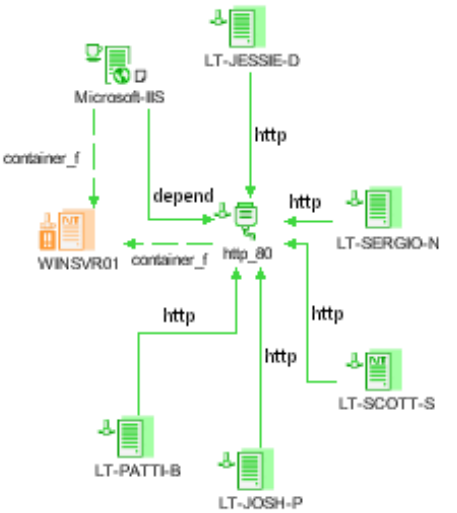
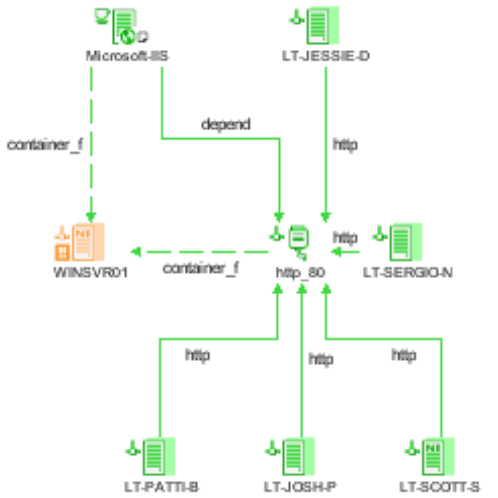
  ➤ **Proof**

➤ **Horizontal Spacing –** Sets the minimum horizontal distance between two neighboring nodes on each level.

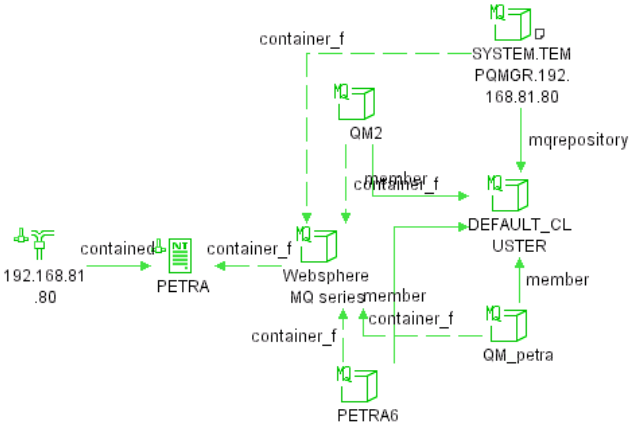
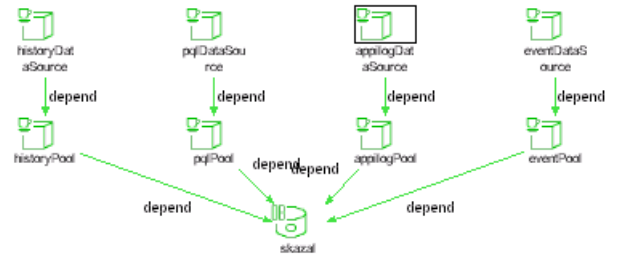
➤ **Spacing Between Nodes** – Sets a space around each node horizontally in the layer. The default value is 20.

Spacing Between Nodes = 20	
Spacing Between Nodes = 75	

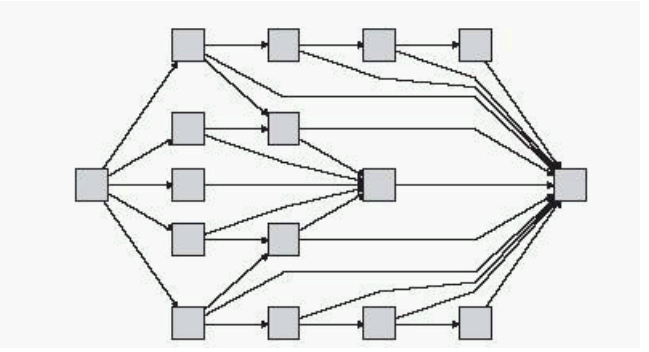
➤ **Spacing Between Edges** – This setting is available only when you select **Routing** > **Orthogonal**. It sets a horizontal space between elements in the graph.

Spacing Between Edges = 12	
Spacing Between Edges = 90	

- **Vertical Spacing** – Sets the minimum vertical distance between two neighboring nodes on different levels.
  - **Spacing Between Nodes** – Sets a vertical space around each node in the layer. The default value is 20.
  - **Spacing Between Edges** – This setting is available only when you select **Routing** > **Orthogonal**. It sets a vertical space between edges in the graph.
- **Routing** – Sets the type of relationship between CIs. This option is useful when layers have nodes with a very large number of connecting relationships.

Orthogonal – To have orthogonal relationships between CIs.	
Polyline – To have straight lines between CIs.	

- **Orthogonal Routing** – Routes edges horizontally and vertically.
  - **Fix Node Sizes** – For future use.
- **Polyline Routing** – Routes edges as one or more straight line segments with arbitrary angles. Polyline routed edges are prevented from overlapping by adding extra segments.
  - **Spacing Between Bends** – This setting is available only when you select **Routing** > **Polyline**. Polyline routing routes edges as one or more straight line segments with arbitrary angles. Path nodes are added automatically to keep the edges from overlapping.



- **Variable Level Spacing** – Adjusts the spacing between pairs of neighboring levels according to the density of edges between the levels.

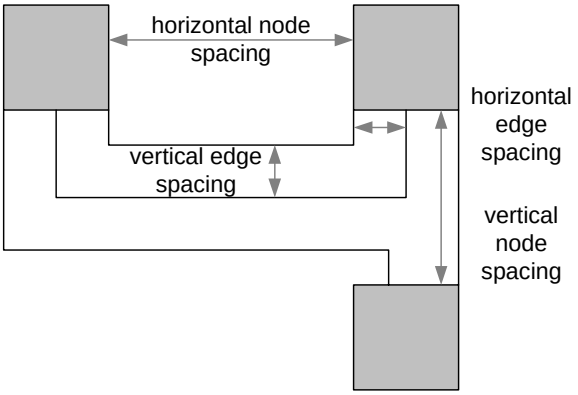
  If the drawing's edges are orthogonally routed, this ensures the required vertical spacing between horizontal edges (in a top-to-bottom or bottom-to-top layout) routed between levels.

  If the routing is polyline, variable level spacing makes it easier to distinguish between edges in very dense drawings.
- **Undirect Layout** – Edge direction is not used to build the levels of the hierarchical drawing.

Orthogonal Layout

The orthogonal layout routes relationships horizontally and vertically. This results in relationships bending at 90-degree angles only.

- **Horizontal Spacing –** Sets the minimum horizontal distance between CIs.

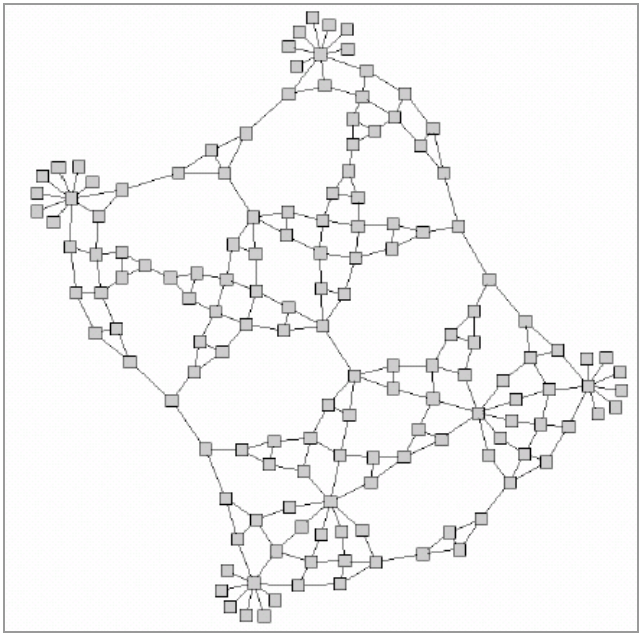


  - **Spacing Between Nodes** – Sets a space around each node in the layer. The default value is 20.
  - **Spacing Between Edges** – Sets a space between elements in the layer.
- **Vertical Spacing –** Sets the minimum vertical distance between CIs.
  - **Spacing Between Nodes** – Sets a space around each node in the layer. The default value is 20.
  - **Spacing Between Edges** – Sets a space between elements in the layer.
- **Layout Quality** – You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout (for example: high quality is neater and cleaner but takes more time to layout).
  - **Draft**
  - **Default**
  - **Proof**

- **Aspect Ratio** – The layout's proportions. This only affects the placement of components with respect to each other, not the layout of each individual component. It has no effect if the graph is connected.
  - **Automatic** – The layout is performed automatically.
  - **Custom** – Specify the aspect ratio. The default is 1.0.
  - **Disabled** – Disables the aspect ratio.
- **Fix Node Size –** For future use.

Symmetric Layout

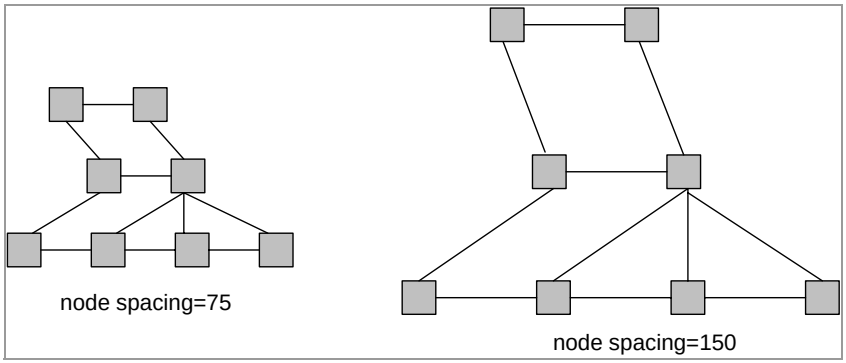
The symmetric layout emphasizes the symmetries that may occur in a graph.



This section describes the symmetric layout options that are available.

- **Spacing Options** – The symmetric layout allows you to adjust the spacing of nodes.

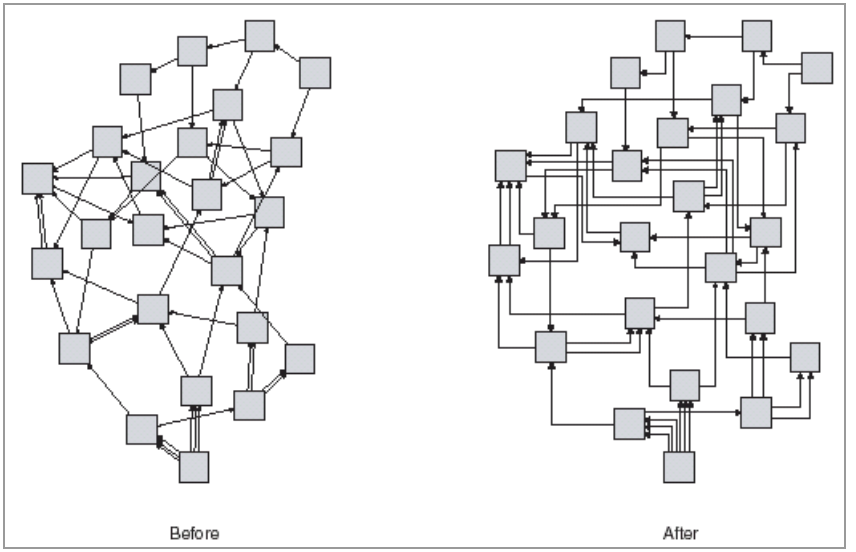
- **Node Spacing** – Allows you to set constant horizontal and vertical spacing around each node in the layer. The value you specify is a guideline for the layout, so that it is possible that the spacing for a particular pair of nodes might be different from the one you specified. The larger the node spacing you specify, the farther apart the nodes will be in the final layout. The default is 10.



- **Layout Quality** – You can adjust the quality of the layout produced to fit your application's needs. The quality reflects the number of steps or the method used to produce the layout (for example: high quality is neater and cleaner but takes more time to layout).
  - **Draft**
  - **Default**
  - **Proof**

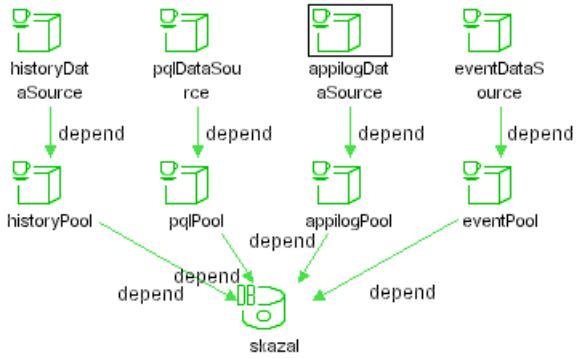
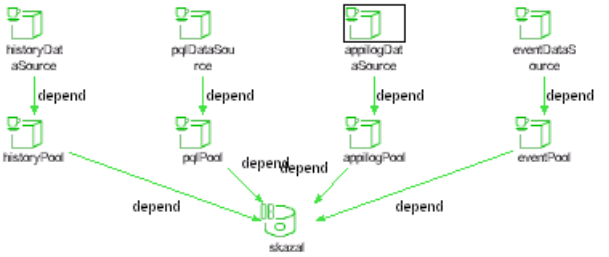
Routing Layout

Routing produces drawings that leave nodes essentially where they are, and reroutes the edges orthogonally.

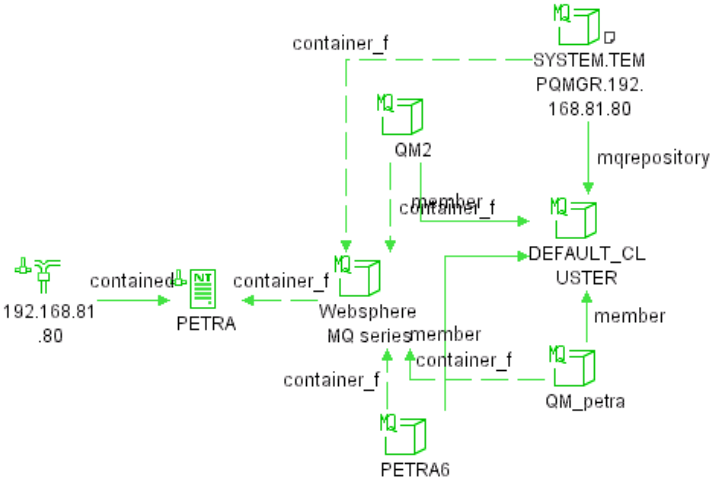
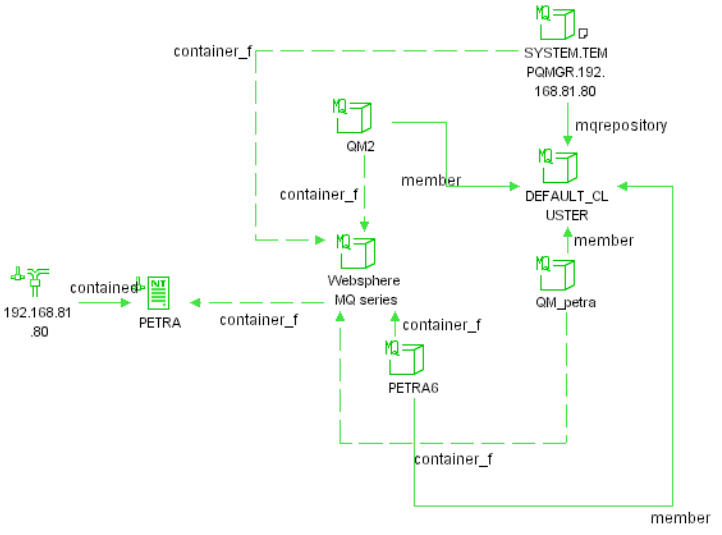


This section describes the routing layout options that are available.

- **Horizontal Spacing** – Sets the horizontal space around each node or each CI.
  - **Spacing Between Nodes** – Sets the horizontal space around each node in the layer. The default value is 20.

Spacing Between Nodes = 20	
Spacing Between Nodes = 75	

➤ **Spacing Between Edges** – Sets the horizontal space between any two neighboring parallel edges. Edge spacing can also affect the size of a node to which many edges are attached, unless the node is set to remain fixed at its current size. The settings for edge spacing are constant values. For example:

Spacing Between Edges = 20	
Spacing Between Edges = 50	

- **Vertical Spacing** – Sets the vertical space around each CI.
  - **Spacing Between Nodes** – Sets the vertical space around each node in the layer. The default value is 20.
  - **Spacing Between Edges** – Sets the vertical space between any two neighboring parallel edges. Edge spacing can also affect the size of a node to which many edges are attached, unless the node is set to remain fixed at its current size. The settings for edge spacing are constant values.
- **Fix Node Sizes** – Select **Fix Node Sizes** to maintain the size of a node. Clear this option if you want the layout to increase the size of a node if it is necessary to maintain the specified relationship spacing when more than one relationship is attached to the same node side.
- **Fix Node Positions** – Select **Fix Node Positions** to maintain the position of all the nodes in the display. Clear the option if you want the layout to move the nodes if it is necessary to improve the layout. The movement is minimal, and avoids overlaps and minimizes bend points.

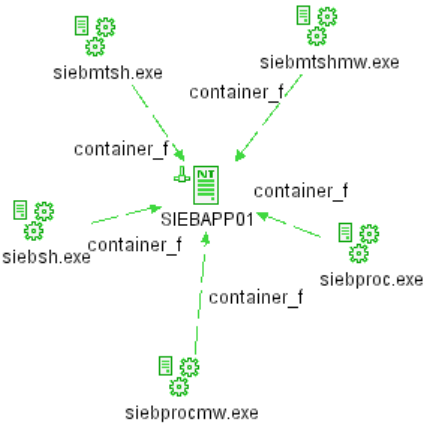
Understanding Layout Options

You can display the contents of the topology map using one of the following layout options. This section includes the following topics:

- Symmetric Layout – for details, see page 113
- Hierarchical Layout – for details, see page 113
- Orthogonal Layout – for details, see page 114
- Manual Layout – for details, see page 114

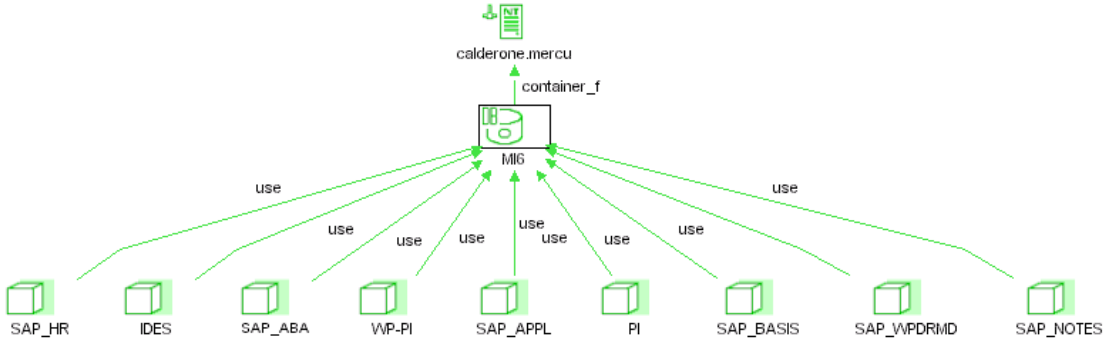
Symmetric Layout

Symmetric layout enables you to display clear representations of complex networks:



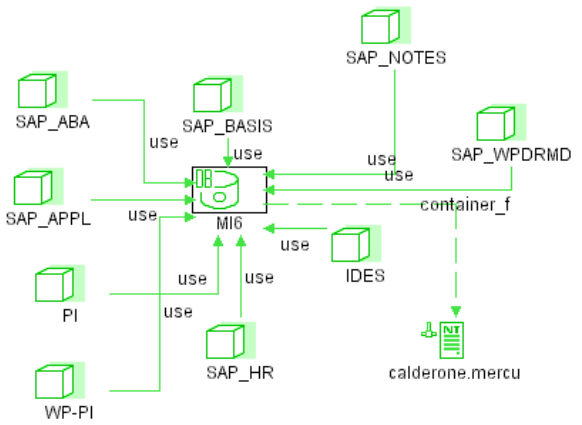
Hierarchical Layout

Hierarchical layout enables you to display the precedence relations in the topology map:



Orthogonal Layout

Orthogonal layout enables you to display views of outstanding clarity that are achieved by employing only horizontal and vertical edge routing.



Manual Layout

Save manual layout is relevant only to the topology map in Dashboard (see "Dashboard Topology Map" in *Using Dashboard*) and the topology map in IT Universe Manager (see "Working in Topology Map Mode" in *IT Universe Administration*).

Manual Layout enables you to manually change the topology map display, by dragging the displayed CIs and relationships to the desired location.

You can save the manual changes you made, by clicking the **Save** button on the toolbar. Thus, you will be able to reuse the layout you created.

Note: You can only save one manual layout. If another manual layout is already saved, after you would click the **Save** button a message would appear, asking you whether you want to replace the saved layout. Click **Yes** to save your new layout.

Index

A

attribute conditions
  defining for nodes and relationships 57
  defining in TQL queries 55
attributes
  grouping CIs by 77
  grouping objects by 74

C

CIs
  changing order in view 16
  grouping 74
CITs
  grouping by 74
configuration item types 49
Create View window
  understanding 48

D

dependency definition
  deleting 85
  editing 85
dependency graph
  creating 83

F

folder pane 6
folders
  creating 14
  deleting 15
  managing 14
  predefined 10
  refreshing display 15
  renaming 15
folding options
  for views 22, 27
folding rules 30

G

getting more information vi
group by
  group label 74
  minimum in group 74
  nested groups 74, 78
grouping CIs 73
grouping options
  for views 22
  pattern views 25

I

instance views 3
  adding CIs to 36
  creating 36
  defining properties for new view 36
  editing 40
  understanding 35
  working with 35

K

KPI selection 20
KPIs
  limiting in Dashboard views 20

L

layer setup
  option 93
layer's layout

defining 93
layout
setting layer's layout 93

M

minimum in group 74

N

nodes
deleting 54

O

organization rules
adding to relationships 80

P

pattern views 3
creating 45
editing 86
workflow 44
working with 41
permissions
setting for views 33

Q

qualifier conditions 62
query results
filtering in Attribute Condition tab 60
filtering in the Cardinality tab 63

R

relationship cardinality
defining 62
relationship rules
defining multiple 81, 82
deleting 83
editing 83
relationships
defining 55
defining attribute conditions 55
deleting 54

S

Service View Manager
defining multiple relationship rules 81
service views
understanding 2
setup
layer layout 93

T

toolbars
for View Manager 87
topology map toolbar
using 89
topology presentation 22
Topology Query System
roles 43
Topology Query system
understanding 43
TQL nodes
adding to TQL queries 55
defining 55
defining attribute conditions 55
visible, in TQL queries 56
TQL queries
activating 87
adding nodes and relationships 50
attribute conditions 55
defining by adding nodes and relationships 50
visible TQL node 56
TQL relationships
adding to TQL queries 55
tree presentation 22

V

View Manager
introduction 1
tab 6
tooltips 50
understanding 2
using toolbar options 87
working with 5
view properties

defining to create views 17
views
different folding/grouping definitions 22
folding options 27
folding rules 30
grouping options 25
in predefined folders 12
limiting KPIs to appear in Dashboard 20
managing 16
moving to different folder 16
predefined 10
topology/tree presentation 22
views pane 7
visible node 56

W

who should read this guide vi