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MERCURY BUSINESS AVAILABILITY CENTER™

Configuring SiteScope Reports

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Mercury Business Availability Center

Configuring SiteScope Reports

Version 6.1

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Mercury Business Availability Center, Version 6.1
Configuring SiteScope Reports

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Welcome to Configuring SiteScope Reports

This guide provides instructions on how to configure SiteScope reports.

How This Guide is Organized

The guide contains the following chapters:

Chapter 1 Introducing SiteScope Reports

Introduces SiteScope Reports and gives a brief overview of the types of SiteScope reports that are available.

Chapter 2 SiteScope Management Reports

Describes how to define SiteScope management reports that are generated automatically at regular time intervals.

Chapter 3 SiteScope Quick Report

Describes how to define and access the SiteScope Quick Report for a flexible, one-time review of monitoring results.

Chapter 4 Monitor Summary Report

Describes how to generate a report showing a summary of configuration settings of monitors currently defined in SiteScope.

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 data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, infrastructure monitoring systems, and SiteScope, and have familiarity with the systems being set up for monitoring.

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

Introducing SiteScope Reports

Knowing the current status of parameters that SiteScope is monitoring is only half the battle. It is also important to know how the servers and applications you are monitoring have performed over time and to review the monitoring environment. SiteScope reports are important tools in monitoring and troubleshooting operational performance and availability.

You can generate a report for a single monitor, several monitors, or even several monitor groups. Report definitions include several report content options including tables of specific monitor measurements, summaries of results, and graphs.

SiteScope reports can be valuable to many people in your organization, including management personnel in Sales, Marketing, Customer Support, and Operations. SiteScope User accounts can be created to allow these users restricted access to the SiteScope service in order to view reports. See the section "User Preferences" in *SiteScope Help* for more information.

Note: In order to view certain report elements on SiteScope for UNIX/Linux, it is necessary that an X Window system be running on the server where SiteScope is running.

SiteScope include two kinds of management reports. The following describes the report types and their usage.

- **Management Reports** - reports that will be generated automatically based on the schedule option you choose. When the schedule interval is met, SiteScope reads the applicable log files and generates the report based on the applicable monitor measurement information for the time interval specified. The report data can be saved to a file format suitable for importing into a spreadsheet or other application. See Chapter 2, "SiteScope Management Reports" for more information.
- **Quick Reports** - This report is an ad hoc or custom report used to look at specific time periods and monitors as needed to look at particular events or problems. Quick reports do not support exporting data. The settings for a Quick report are not saved to the SiteScope configuration data for later use. See Chapter 3, "SiteScope Quick Report" for more information.
- **Monitor Summary Reports** - This report is an ad hoc report you use to review configuration properties and settings for existing monitors. Monitor Summary reports can be exported in one of three text data formats. The settings for a Monitor Summary report are not saved to the SiteScope configuration data for later use. See Chapter 4, "Monitor Summary Report" for more information.

  SiteScope monitor data available for generating reports is limited to the amount of log data stored on the SiteScope server. By default, SiteScope will retain monitor data log files for 40 days. The log files are rotated and files older than the log retention period are automatically deleted.

Note: Keeping monitor data logs for longer periods can cause a data storage problem for the SiteScope server depending on the total number of monitors configured and how often the monitors run per day. You should monitor the size of log files in the SiteScope\logs directory to estimate the data accumulation rate.

You can change the length of time that SiteScope will retain monitor data using the Logging Preferences. You can configure SiteScope to export monitor data to an external SQL-compliant database in order to maintain monitor data for longer periods or to make the data available to other reporting applications. See the section "Logging Preferences" in *Managing SiteScope* for more information.

2

SiteScope Management Reports

Knowing the current status of parameters that SiteScope is monitoring is only half the battle. It is also important to know how the servers and applications you are monitoring have performed over time and to review the monitoring environment. SiteScope reports are important tools in monitoring and troubleshooting operational performance and availability.

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Introducing Management Reports

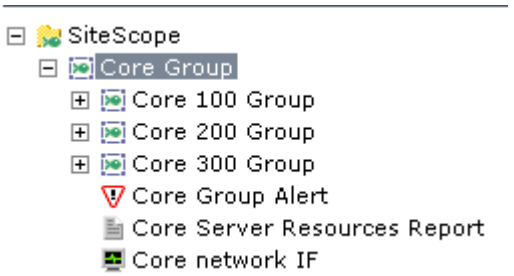
Management Reports are designed to provide you a summary of system availability data for a given time period. Management reports are generated directly from data collected by your SiteScope monitors. Reports give you a summary and specific details of system availability and performance. You can also use them to detect emerging trends and correct potential problems before they become a crisis.

SiteScope Management reports are generated automatically by SiteScope at an interval that you specify and are stored on the SiteScope server. You use the View Report tab to access these reports. See the section “Understanding the View Report Tab” for more information.

By default, SiteScope keeps the 10 most recently generated reports. This means that hourly reports are available for the last 10 hours, daily reports will be available for 10 days, weekly reports will be available for 10 weeks, and so forth. (You can change this report storage period by changing the value of the _maximumReports setting in the SiteScope master.config file.)

Working with SiteScope Management Reports

Reports are added as elements to the SiteScope menu tree. They can be added as a child to the SiteScope node, to a monitor group, or to an individual monitor. The following figure is an example of how reports are displayed in the left menu tree.



Reports have a scope based on the container to which they are added. You add a report to the container or element that contains all of the monitors whose data you want to include in the report. You then use the **Monitors and Groups to report on** setting in the Report Properties tab to narrow the selection of monitors to be included in the report.

You can create as many SiteScope report definitions as you want. It is recommended however that you plan and consolidate reports to keep number of report definitions to a minimum. This can facilitate report administration and help reduce redundant report messages or actions. When creating a report for a large number of monitors, you should consider making separate reports based on the type of monitor or measurement. For example, when reporting on system resources for 20 different remote servers, consider making one report with monitors that measure numeric values such as CPU or disk space and another report for monitors that report basic availability such as services or processes.

The following sections describe the steps you use to work with SiteScope reports.

Creating a Management Report Definition

Use the following steps to create a report definition.

To create a new report definition:

1. Using the left menu, select the SiteScope monitor group container or monitor element to which you want to associate the report definition.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. Click the **New Report** button at the top of the Contents view or at the bottom of the reports section of the Contents area. Alternately, you can right-click the container in the left menu to display the container action menu and select **New report**. The report selection page is displayed in the content panel.
4. Select the **Management** link. The New SiteScope Report page is displayed.
5. Complete the items in the **Main Settings** as described in the section below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
6. When the required settings are defined, click the **Add** button to create the selected definition.

Editing a Management Report Definition

You may edit a report at any time. The two main methods to edit a report are as follows:

To edit a report definition using the left menu:

1. Using the left menu, select the report definition element you want to edit.
2. Select the Properties tab in the right hand content area and click the **Edit** button at the bottom of the properties panel. Alternately, you can right-click the report object in the left menu to display the report action menu and select **Edit**.
3. Make the desired changes to report definition in the report properties panel.
4. Click the **OK** button to save the changes.

To edit a report definition using the container Contents panel:

1. Using the left menu, select the container or element to which the report definition is associated.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. In the reports section of the Contents panel, click the **Edit** icon button to the right of Description column for the applicable report definition. The applicable report properties panel is displayed.
4. Make the desired changes to report definition in the applicable report properties panel.
5. Click the **OK** button to save the changes.

Deleting a Management Report Definition

Deleting a Management report definition discontinues the generation of applicable report on the SiteScope agent. Previously generated reports continue to be available until the underlying data is removed. As with other actions, there is more than one method that can be used to delete a report definition.

To delete a report definition using the left menu:

1. Using the left menu, select the report definition element you want to delete.

2 Right-click the container in the left menu to display the container action menu and select **Delete**. A confirmation message is displayed.

3 Click **OK** to confirm the action. The report definition is deleted.

To delete a report definition using the container Contents panel:

1 Using the left menu, select the container or element to which the report definition is associated. The applicable Contents panel is displayed.

2 In the reports section of the Contents panel, check the box corresponding to the report definition you want to delete.

3 Click the **X** button at the bottom of the reports section to delete the selected report defintions.A confirmation message is displayed.

4 Click **OK** to confirm the action. The report definition is deleted.

Copying and Pasting a Management Report Definition

You can copy and paste a report definition. The report definition settings are pasted to the new location with the exception of the **report Targets** setting.

Note: If you copy a report definition from one group container to another, the **report Targets** for the pasted report are automatically reset to include all of the children of the container into which the report is pasted. After pasting a report, you should edit the report definition properties to be sure that the assigned **report Targets** are appropriate to the new report context and your overall reporting plan.

Use the following steps to test an copy and paste a report definition.

To copy and paste a report definition using the left menu:

1 Using the left menu, select the report definition element you want to copy and right-click to display the report element action menu.

2 Select the **Copy** option from the action menu.

3 Using the left menu, select the container or monitor element to which you want to add the copy of the report definition and right-click to display the action menu.

4. Select the **Paste** option from the action menu. The report definition is added to the container.
5. If necessary, edit the pasted report definition to verify the appropriate **report Targets** are selected.

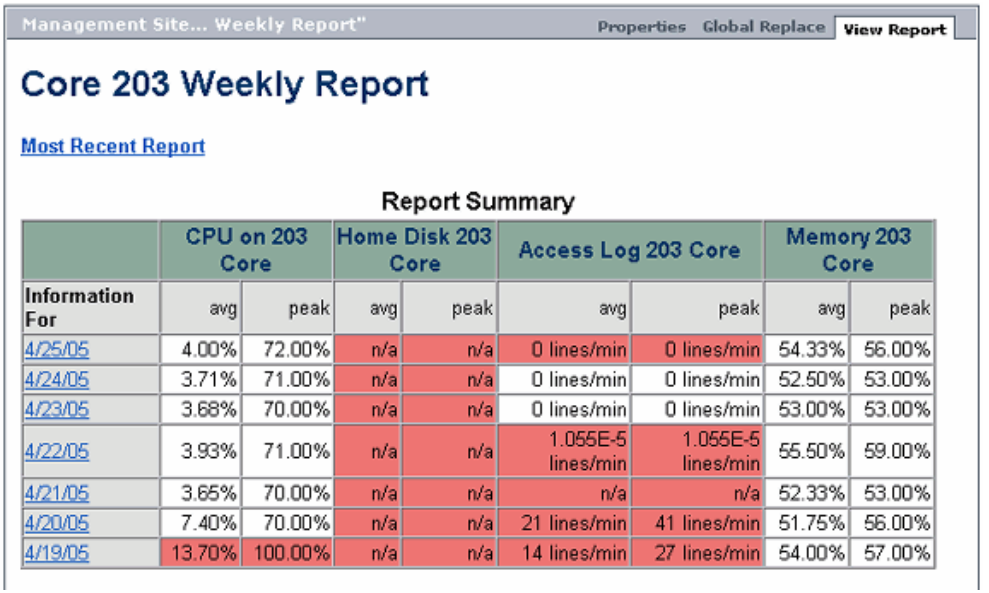
To copy and paste a report definition using the container Contents panel:

1. Using the left menu, select the container or element that contains the report definition you want to copy.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. In the reports section of the Contents panel, click the check box to the left of the name of the report definition that you want to copy.
4. Click the copy icon button at the bottom of the reports section panel.
5. Using the left menu, select the container or element into which you want to paste the report definition.
6. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
7. Click the paste icon on the container action menu at the top of the Contents panel. The report definition is added to the container.
8. If necessary, edit the pasted report definition to verify the appropriate **report Targets** are selected.

Understanding the View Report Tab

You use the View Report tab to access reports that have been generated or to manually generate a report based on the selected report definition. The following section describe the features and actions available on the View Report tab.

The Report Summary table provides links to reports that have been generated for the selected report definition. The following figure is an example of the View Report tab showing the Report Summary table.



Management Site... Weekly Report" Properties Global Replace View Report

Core 203 Weekly Report

Most Recent Report

Report Summary

	CPU on 203 Core		Home Disk 203 Core		Access Log 203 Core		Memory 203 Core	
Information For	avg	peak	avg	peak	avg	peak	avg	peak
4/25/05	4.00%	72.00%	n/a	n/a	0 lines/min	0 lines/min	54.33%	56.00%
4/24/05	3.71%	71.00%	n/a	n/a	0 lines/min	0 lines/min	52.50%	53.00%
4/23/05	3.68%	70.00%	n/a	n/a	0 lines/min	0 lines/min	53.00%	53.00%
4/22/05	3.93%	71.00%	n/a	n/a	1.055E-5 lines/min	1.055E-5 lines/min	55.50%	59.00%
4/21/05	3.65%	70.00%	n/a	n/a	n/a	n/a	52.33%	53.00%
4/20/05	7.40%	70.00%	n/a	n/a	21 lines/min	41 lines/min	51.75%	56.00%
4/19/05	13.70%	100.00%	n/a	n/a	14 lines/min	27 lines/min	54.00%	57.00%

The left hand column in the table displays date-coded hyperlinks you use to view individual reports. The columns of the table list the monitors that are included in the report. Below each monitor name are two columns which summarize the average and peak measurements or values recorded for the period of the report. Entries highlighted in red or yellow indicate that the measurement exceeded the error or warning status threshold for the monitor.

Clicking the **Most Recent Report** link above the summary table will display the latest report available for this monitor or group.

At the bottom of the View Report tab is the **Generate** button. You click this button to generate a new report for the currently selected report definition regardless of when the report was normally scheduled to be generated.

Configuring Management Report Settings

A Management Report can be added to any SiteScope monitor group container or individual monitor in the monitor tree. You configure the report using the Properties panel which contains settings presented in collapsible panels. The following sections list the settings and options you use to configure a Management Report.

Main Settings

You use the Main Settings section to select which monitors will be included in the report, what data to include in the report, and select formatting options. Complete the Main Settings for the Management Report as described below.

Name

Enter a text description for this Management Report definition. This name will be used to identify this Management Report definition in the product display.

Monitors and Groups to report on

Use the context menu tree to the right of this item to select the groups and/or monitors to be include in this report. The context menu includes the currently selected container and all of the child containers. By default, the current container and all child elements are selected. Check one or more individual elements to associate this report definition to the selected elements.

Thresholds

Check this option to create a table of monitor error, warning, and good threshold settings for all of the monitors included in the report. If selected, this table is displayed as the first report section.

Uptime and Readings

This option creates two report tables: **Uptime Summary** and **Measurement Summary**. These tables include the following:

Data in the Uptime Summary Table

- Name - the name of monitor(s) included in the report
- Uptime % - the percentage of monitor readings reported as good
- Warning % - the percentage of monitor readings reported as warning
- Error % - the percentage of monitor readings reported as error
- Last - the last reading of the monitor for the report period

Data in the Measurement Summary Table

- Name - the name of monitor(s) included in the report
- Measurement - the parameter being monitored (for error condition)
- Max - the maximum value recorded for the Measurement parameter during the report period
- Avg - the average value of the readings recorded for the report period
- Last - the last reading of the monitor for the report period

Uptime: Count warning good

Check this option to have any monitor readings that are reported as warnings included in the overall Uptime calculation.

Uptime: Remove warning

Check this option to suppress monitor readings reported as warnings from the overall Uptime and Readings Summary section. Note: This option only suppresses the display of the Warning % column in the table; it does not change the calculation of the Uptime %.

Uptime: Failure as good

Check this option to suppress monitor readings reported as errors from the overall Uptime and Readings Summary section. Note: This option only suppresses the display of the Error % column in the table; it does not change the calculation of the Uptime %.

Time in Error

This option creates a table summary listing each monitor selected for the report with a summary of how many minutes the monitor status was caculated as being in error for the period of the report.

Monitor Readings

Creates a table of individual readings recorded by the monitor(s) during the report period, including all readings (error, good, and warning). This report table may also include blank "buckets" depending on the period of the report and how often the monitor(s) ran during the period.

Errors

Creates a table of individual error readings recorded by the monitor(s) during the report period.

Warnings

Creates a table of individual warning readings recorded by the monitor(s) during the report period.

Goods

Creates a table of individual good readings recorded by the monitor(s) during the report period.

Graph of Measurements

For **graph** reports, use the drop-down list to choose a graphical measurement to be included in the report. The options are described below.

Note: A bar graph is generated using standard HTML, so it can be printed from all browser types. Line graphs are generated using a java applet and may not print directly from all browsers.

➤ **None - no graph** Select this option to omit graphs from the report. The report will only include the tabular data contents you have selected.

- **Bar graph - one graph per measurement** - This bar graph option displays a single type of measurement per graph and per monitor during the specified time frame. For reports on multiple monitors, this will results in the most number of graphs with one bar graph generated for each type of measurement for each monitor.
- **Line Graph - one graph per measurement** - This line graph option displays a separate line graph for each type of measurement for a single monitor. Like the bar graph option, this will results in the most number of line graphs with one line graph generated for each type of measurement for each monitor selected for the report regardless of any compatibility of measurement type.
- **Line Graph - group per monitor instance** - This line graph option attempts to group all measurements from a single monitor instance into a single graph per monitor. The number of line graphs actually generated will depend on whether the monitor records multiple measurements per monitor run (for example, the Windows Resources or Unix Resources monitor types) and whether the measurement types are compatibility with one another. Separate graphs are generated if the measurement types are not compatible.
- **Line Graph - group same measurement types** - Select this option to plot the same measurement types gathered by several different monitor instances into single graphs. A line graph is generated for each set of compatible measurement types regardless of the number of monitors selected for the report.
- **Line Graph - group compatible measurements** - Select this option,to display all compatible measurements from the selected monitors on a single graph. The option is intended to minimize the total number of line graphs generated. The number of graphs generated is still dependent on the compatibility of the selected monitor types and the measurement types collected by those monitors. If all of the monitors selected for the report are of the same type, for example URL monitors, then a single graph is generated with a colored line for each of the monitors.

Time Period for Report

Select the time period for which you want to view monitoring data. You may choose to report on data for a set number of hours, for the last day, or for the last several days, the past week, past month, or month-to-date for the current calendar month. Daily and month-to-date reports are generated every day at the scheduled time. Weekly reports are generated on Sundays at the scheduled time, and monthly reports are generated on the first day of the month following the current month so that they will contain an entire month's worth of data.

Alert Table

Check this option to include a table of alerts sent for the monitor(s) in the report. The options for the Alert Table level are:

- Basic
- Show Detail for Failed Alerts
- Show Detail for All Alerts

Formatting Report

This option allow some customization of the report appearence. The options are:

- color background (default)
- color background, no table borders
- white background

Send Report by E-Mail

To have the report forwarded by e-mail when it is generated, enter the e-mail address(es) to which this report should be sent each time its generated. To send the reports to multiple e-mail addresses, separate the e-mail addresses with commas.

HTML Format

Select this option box if you want the report(s) sent in HTML format. Use this option to include the SiteScope report graphics. If you do not select this option only a text summary of the report is sent.

Format Template

Select a template for SiteScope to use to create the e-mail message. You can choose from the following templates or make a copy of one of these and customize it to meet your own needs.

- **HistoryLongMail** - Choose this option to send a detailed history report. It contains both user and administration links.
- **HistoryLongXMLMail** - Choose this option to send a detailed history report. It contains both user and administration links for reports & XML files.
- **HistoryMail** - This is the default option.
- **HistoryMailAlertDetail** - Choose this option to have all alerts included in the report that is e-mailed.
- **HistoryMailNoLinks** - Choose this option to send the report without any links in it.

Advanced Settings

Use the Advanced Settings to configure additional format, schedule, and content options for the Management Report. The following lists the advanced setting options for the Management Report.

Detailed monitor information

If this box is checked, the all of the information gathered for each monitor is displayed on the report. Otherwise, only the primary data is displayed for each monitor. For example, on a URL Sequence Monitor, if this box is checked, the timing information for each step in the sequence will be displayed in the report.

Show Which Monitors

By default, the report will show data for all of the monitors in the report. You use this option to have only a subset of those monitors to be shown - those that have had the specified status something during the report's time frame. For example, choosing "show only monitors that had errors" will display report data only if that monitor had spent time in error sometime during the time interval of the report.

Schedule Filter

By default, the report will show data for the full period of the report. You use this option to have only a only a subset of the data to be shown - those monitors that have samples during the time period of the schedule. For example, choosing "weekdays, 9-6" will display report data for the selected monitors with samples inside the 9am to 6pm time period, Monday thru Friday. Also, only this data is used for all the calculations.

Best Case Calculation

Check this option to calculate the monitor uptime percentage, warning percentage, and error percentage using a “best case scenario”. In this scenario, monitor time in error is calculated from the first monitor run that explicitly reported an Error instead of from the time of the last known Good monitor run.

Time Between Samples

Use this time scale option to choose the time interval between monitor readings. By default, SiteScope uses automatic scaling. When automatic scaling is used, SiteScope determines how many readings were taken over the chosen time period for the given monitor(s) and then selects an appropriate interval for the management report. You use the Scale option to choose intervals that range from once every minute to once a day.

Max Value on Graph

You use the vertical scale option to choose the maximum value displayed on a graph. By default, SiteScope will use the maximum sample value. Choosing a specific scale value will make it easier to compare graphs from different monitors and times.

Report Title

Enter a name for this report. This name will appear at the top of each report and on the report list. If you do not specify a name here, SiteScope will use a default name.

Description

Use this optional text field to describes other information about this report definition. For example, include information about the purpose, target, setup date, or audience for this report.

Disable

Check this box to temporarily disable the generation of this report. To enable the report again, clear the box.

End of Report Period

By default SiteScope generates reports starting at the indicated time and ending at the time the report was generated. You may choose an alternate end time by selecting a time from the drop-down list. For example, you may want to have your reports run from midnight to midnight.

Send comma-delimited file by E-mail

Check this box to save a generated management report to a comma-delimited text file which you can then import into a spreadsheet application. SiteScope automatically saves these files in the **<SiteScope install path>/SiteScope/htdocs** directory. To find the exact location of the saved file on your machine, choose the Reports button on the SiteScope navigation bar and click the link for this report in the **Reports** column to go to the Report page. The full path to the file will be listed in parenthesis directly next to the date line. If you enter an e-mail address in the **E-mail** text box, SiteScope will send a copy of the comma-delimited file to that address.

Note: The comma-delimited file creates two columns for each monitor reading, one containing the value with units, and the other containing just the value. This is to make it easier to import the comma-delimited data into a third party application which may not automatically separate data values from the text describing the units.

Send XML file by E-mail

Check this box to save a generated management report to an XML text file. SiteScope automatically saves these files in the **<SiteScope install path>/SiteScope/htdocs** directory. To find the exact location of the saved file on your machine, choose the Reports button on the SiteScope navigation bar and click the link for this report in the **Reports** column to go to the Report page. The full path to the file will be listed in parenthesis directly next to the date link. If you enter an e-mail address in the **E-mail** text box, SiteScope will send a copy of the XML file to that address.

Note: The XML file creates two columns for each monitor reading, one containing the value with units, and the other containing just the value. This is to make it easier to import the XML data into a third party application which may not automatically separate data values from the text describing the units.

Generate report at

Indicate the time that you want SiteScope to generate this management report. The report will contain information for the last day, week, or month, ending at the time the report is run. For example, if a daily report is generated at 18:00 (6:00 p.m.), it will contain data generated between 18:00 the previous day and 18:00 of the current day. The default value is 00:00 which represents midnight.

Note: SiteScope Management report generation may temporarily impact overall SiteScope performance and responsiveness depending on the number of monitors and time period of the report. Generally, you should schedule reports to be generated during off-peak hours relative to overall monitoring tasks and load. If you will be generating many reports each day, you should consider staggering the **Generate report at** value for different reports.

3

SiteScope Quick Report

You use the Quick Report form to create a one-time SiteScope management report for any time interval that is needed.

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Working with SiteScope Quick Reports

You use SiteScope Quick Reports to view monitor data for any monitor, groups of monitors, and time period that you select. Quick reports are generated only on demand rather than automatically at regular intervals as with SiteScope Management Reports.

When you choose to generate a Quick report, SiteScope reads the applicable log files and generates the report based on the applicable monitor measurement information and the time interval you specify. The settings you select for the Quick report do not persist as a report definition in the SiteScope configuration data. This is to say that Quick reports are not added as objects in the left menu tree.

Note: The time interval for a Quick report is not incremented automatically. This means that a Quick report will always contain the data for the absolute **Report Period** interval defined in the report definition. To view more recent data using a Quick report, you must edit the **Report Period** setting.

Note: Quick Report definitions in Monitor Administration are stored only with the Business Availability Center context. Quick Report definitions are not stored in and do not persist on the SiteScope server.

Creating a Quick Report

Use the following steps to create a Quick report.

To create a new report definition:

1. Using the left menu, select the SiteScope monitor group container or monitor element to which you want to associate the report definition.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. Click the **New Report** button at the top of the Contents view or at the bottom of the reports section of the Contents area. Alternately, you can right-click the container in the left menu to display the container action menu and select **New report**. The report selection page is displayed in the content panel.
4. Select the Quick Report link. The New SiteScope Report page for Quick reports is displayed.
5. Complete the items in the **Main Settings** as described in the section below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
6. When the required settings are defined, click the **Apply** button to create the report.

Configuring Quick Report Settings

Quick Report can be generated for any SiteScope monitor group container or individual monitor in the tree. You configure the report using the Properties panel which contains settings presented in collapsible panels. The report is generated when you click the **Apply** button at the bottom of the Properties screen.

The following sections describe the settings and options you use to configure a Quick Report.

Main Settings

You use the Main Settings section to select which monitors will be included in the report, what data to include in the report, and select formatting options. Complete the Main Settings for the Quick Report as described below.

Monitors and Groups to report on

Use the context menu tree to the right of this item to select the groups and/or monitors to be include in this report. The context menu includes the currently selected container and all of the child containers. By default, the current container and all child elements are selected. Check one or more individual elements to associate this report definition to the selected elements.

Thresholds

Check this option to create a table of monitor error, warning, and good threshold settings for all of the monitors included in the report. If selected, this table is displayed as the first report section.

Uptime and Readings

This option creates two report tables: **Uptime Summary** and **Measurement Summary**. These tables include the following:

Data in the Uptime Summary Table

- Name - the name of monitor(s) included in the report
- Uptime % - the percentage of monitor readings reported as good
- Warning % - the percentage of monitor readings reported as warning
- Error % - the percentage of monitor readings reported as error
- Last - the last reading of the monitor for the report period

Data in the Measurement Summary Table

- Name - the name of monitor(s) included in the report

- Measurement - the parameter being monitored (for error condition)
- Max - the maximum value recorded for the Measurement parameter during the report period
- Avg - the average value of the readings recorded for the report period
- Last - the last reading of the monitor for the report period

Uptime: Count warning good

Check this option to have any monitor readings that are reported as warnings included in the overall Uptime calculation.

Uptime: Remove warning

Check this option to suppress monitor readings reported as warnings from the overall Uptime and Readings Summary section. Note: This option only suppresses the display of the Warning % column in the table; it does not change the calculation of the Uptime %.

Uptime: Failure as good

Check this option to suppress monitor readings reported as errors from the overall Uptime and Readings Summary section. Note: This option only suppresses the display of the Error % column in the table; it does not change the calculation of the Uptime %.

Time in Error

This option creates a table summary listing each monitor selected for the report with a summary of how many minutes the monitor status was calculated as being in error for the period of the report.

Monitor Readings

Creates a table of individual readings recorded by the monitor(s) during the report period, including all readings (error, good, and warning). This report table may also include blank "buckets" depending on the period of the report and how often the monitor(s) ran during the period.

Errors

Creates a table of individual error readings recorded by the monitor(s) during the report period.

Warnings

Creates a table of individual warning readings recorded by the monitor(s) during the report period.

Goods

Creates a table of individual good readings recorded by the monitor(s) during the report period.

Graph of Measurements

For **graph** reports, use the drop-down list to choose a graphical measurement to be included in the report. The options are described below.

Note: A bar graph is generated using standard HTML, so it can be printed from all browser types. Line graphs are generated using a java applet and may not print directly from all browsers.

- **None - no graph** Select this option to omit graphs from the report. The report will only include the tabular data contents you have selected.
- **Bar graph - one graph per measurement** - This bar graph option displays a single type of measurement per graph and per monitor during the specified time frame. For reports on multiple monitors, this will results in the most number of graphs with one bar graph generated for each type of measurement for each monitor.
- **Line Graph - one graph per measurement** - This line graph option displays a separate line graph for each type of measurement for a single monitor. Like the bar graph option, this will results in the most number of line graphs with one line graph generated for each type of measurement for each monitor selected for the report regardless of any compatibility of measurement type.
- **Line Graph - group per monitor instance** - This line graph option attempts to group all measurements from a single monitor instance into a single graph per monitor. The number of line graphs actually generated will depend on whether the monitor records multiple measurements per monitor run (for example, the Windows Resources or Unix Resources

monitor types) and whether the measurement types are compatibility with one another. Separate graphs are generated if the measurement types are not compatible.

- **Line Graph - group same measurement types** - Select this option to plot the same measurement types gathered by several different monitor instances into single graphs. A line graph is generated for each set of compatible measurement types regardless of the number of monitors selected for the report.
- **Line Graph - group compatible measurements** - Select this option, to display all compatible measurements from the selected monitors on a single graph. The option is intended to minimize the total number of line graphs generated. The number of graphs generated is still dependent on the compatibility of the selected monitor types and the measurement types collected by those monitors. If all of the monitors selected for the report are of the same type, for example URL monitors, then a single graph is generated with a colored line for each of the monitors.

Report Period

This option specifies the period of time that you want the report to cover. Enter the time from which you want the report coverage to start in the **From** boxes and the time to which you want to cover in the **To** boxes. Note that times should be entered in 24-hour format.

Report in

Select the format to be used in displaying the report: HTML format, Text format or XML format.

Alert Table

Check this option to include a table of alerts sent for the monitor(s) in the report. The options for the Alert Table level are:

- No Alert Table
- Basic Alert Table
- Show Detailed Alert Table for Failed Alerts
- Show Detailed Alert Table for All Alerts

File Format

This option allow some customization of the report appearance. The options are:

- color background (default)
- color background, no table borders
- white background

Send Report by E-Mail

To have the report forwarded by e-mail when it is generated, enter the e-mail address(es) to which this report should be sent each time its generated. To send the reports to multiple e-mail addresses, separate the e-mail addresses with commas.

Advanced Settings

Use the Advanced Settings to configure additional format, schedule, and content options for the Quick Report. The following lists the advanced setting options for the Quick Report.

Detailed monitor information

If this box is checked, the all of the information gathered for each monitor is displayed on the report. Otherwise, only the primary data is displayed for each monitor. For example, on a URL Sequence Monitor, if this box is checked, the timing information for each step in the sequence will be displayed in the report.

Show Which Monitors

By default, the report will show data for all of the monitors in the report. You use this option to have only a subset of those monitors to be shown - those that have had the specified status something during the report's time frame. For example, choosing "show only monitors that had errors" will display report data only if that monitor had spent time in error sometime during the time interval of the report.

Schedule Filter

By default, the report will show data for the full period of the report. You use this option to have only a only a subset of the data to be shown - those monitors that have samples during the time period of the schedule. For example, choosing "weekdays, 9-6" will display report data for the selected monitors with samples inside the 9am to 6pm time period, Monday thru Friday. Also, only this data is used for all the calculations.

Best Case Calculation

Check this option to calculate the monitor uptime percentage, warning percentage, and error percentage using a “best case scenario”. In this scenario, monitor time in error is calculated from the first monitor run that explicitly reported an Error instead of from the time of the last known Good monitor run.

Time Between Samples

Use this time scale option to choose the time interval between monitor readings. By default, SiteScope uses automatic scaling. When automatic scaling is used, SiteScope determines how many readings were taken over the chosen time period for the given monitor(s) and then selects an appropriate interval for the management report. You use the Scale option to choose intervals that range from once every minute to once a day.

Max Value on Graph

You use the vertical scale option to choose the maximum value displayed on a graph. By default, SiteScope will use the maximum sample value. Choosing a specific scale value will make it easier to compare graphs from different monitors and times.

Report Title

Enter a name for this report. This name will appear at the top of each report and on the report list. If you do not specify a name here, SiteScope will use a default name.

Description

Use this optional text field to describes other information about this report definition. For example, include information about the purpose, target, setup date, or audience for this report.

4

Monitor Summary Report

The Monitor Summary Report provides you with detailed information about the monitors defined in one or more monitor groups.

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Introducing the Monitor Summary Report

Use the Monitor Summary Report to view setup information on monitors as well as the organization and makeup of groups of monitors. For example, you can check and compare monitor run frequencies (the **Frequency** setting) if you are having problems with monitor skips. You can also use the report to check for monitor dependencies that can impact alerting. You can use the file export option to export the monitor configuration data to a third-party application such as a spreadsheet or text editor.

Monitor Summary Reports are ad hoc reports and their definitions are not stored for future use. No report element is added to the monitoring tree for this report type.

Generating a Monitor Summary Report

Use the following steps to generate a Monitor Summary Report.

To generate a report:

1. Using the left menu, select the SiteScope monitor group container or monitor element that encompasses all of the monitor and group elements you want to include in the Monitor Summary Report.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. Click the **New Report** button at the top of the Contents view or at the bottom of the reports section of the Contents area. Alternately, you can right-click the container in the left menu to display the container action menu and select **New report**. The report selection page is displayed in the content panel.
4. Select the **Monitor** link. The New SiteScope Report page is displayed.
5. Complete the items in the **Main Settings** as described in the section below. To have the report results exported to an external file, complete the items in the **Advanced Settings** section as described below.
6. When the required settings are defined, click the **Apply** button to create the report. The report output is displayed in a new browser window. If you selected to have the report output to an external file, the link to the file is displayed in a new browser window.

Configuring Monitor Summary Report Settings

A Monitor Summary Report can be generated for any SiteScope monitor group container or individual monitor in the monitor tree. You configure the report using the Properties panel which contains settings presented in collapsible panels. The following sections list the settings and options you use to configure a Monitor Summary Report.

Main Settings

You use the Main Settings section to select which monitors will be included in the report, what data to include in the report, and select formatting options. Complete the Main Settings for the applicable report type as described below.

Monitor and Groups to report on

Choose the monitors or groups of monitors that you want to include in the report. By default, all of the children of the selected node are included in the report. Use the expandable tree menu feature to view the monitors within the selected context. Use the check boxes to the left of the monitor names to select or deselect monitors to include in the report.

Display Columns

Choose the monitor information to display in the report columns. Hold down the shift key to select a set of adjacent groups. Use CTRL-click to select non-adjacent items. Data is shown in the report for the selected parameters only if the particular option has been selected, such as **Disabled** and **Frequency**, or if a value has been supplied, such as Monitor Descriptions. If the option or value has not been defined in the particular monitor setup, the column is blank for that parameter for that monitor.

Sort By

Choose the monitor parameter to use as a sort key for the report. For example, to have report sorted alphabetically by monitor type, select Monitor Type. Select the applicable radio button below the list box to have the report sorted in **Ascending** or **Descending** order using the selected sort key.

Show Parameters

Check this box if you want the report to contain the parameters defined for each monitor. This option includes a list of the active options defined for each selected monitor in a single table cell rather than individual columns as with the option above.

Advanced Settings

Use the Advanced Settings to select options for exporting the report. The following lists the advanced setting options for the Monitor Summary Report.

Export to File

Check this box to have SiteScope export the Monitor Summary report data to an text file.

File Name

When the **Export to File** option is enabled, SiteScope writes the data to the filename specified in the **File Name** box using the selected text format. The file is written into the **<SiteScope install path>/SiteScope/htdocs** directory. If you do not specify a filename, the default file name is "monSummary.csv" and the default file format is comma-separated text.

File Format

Use the drop down menu to select the format for the exported file. The options are comma-delimited text, tab delimited text, or HTML.

Reading the Monitor Summary Report

The Monitor Summary Report is presented in a table format. The columns that are displayed are determined by the **Display Columns** selected in the Monitor Summary Report Form. Data in the report include information about the configuration and current settings of monitors in the groups you have selected to include in the report.

Below is an example of a Monitor Summary Report for the Server group running on Windows. The report example shown includes the following:

- The group name to which the monitor belongs
- The display name or text description for each monitor
- The frequency at which the monitor is set to run
- Whether or not the monitor is disabled
- The schedule, if any, used to enable or disable the running of this monitor

A description of the other parameters defined for the monitor, such as disk drive, content match expression, and so forth.

Group	Monitor	Frequency	Disabled	Schedule	Parameters
Server	CPU	1 hour			
Server	Disk space on C	1 hour			Disk: C

Group	Monitor	Frequency	Disabled	Schedule	Parameters
Server	Disk space on D	2 hours			Disk: D
Server	Memory	1 hour			
Server	Microsoft IIS	1 hour			Web Server: Microsoft|
Server	World Wide Web Publishing Service	30 minutes			Service: World Wide Web Publishing Service

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