OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Using My BAC

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Using My BAC

Version 6.2

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Mercury Business Availability Center, Version 6.2
Using My BAC

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Welcome to My BAC

This guide describes how My BAC enable you to view Mercury Business Availability Center reports in which you are interested, in your own personalized portal. You can also add external feeds.

How This Guide is Organized

The guide contains the following chapters:

Chapter 1 Introduction to My BAC

Introduces you to My BAC and explains how to work with the My BAC portal.

Chapter 2 Personalizing Your Portal

Explains how you can personalize your portal. You can add or remove pages, reorganize them, and add or remove portlets.

Chapter 3 Default Portlets

Describes the default Java portlets that are included with Mercury Business Availability Center.

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 end users

Readers of this guide should be knowledgeable about navigating and using enterprise applications, and be familiar with Mercury Business Availability Center and enterprise monitoring and management concepts.

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*.

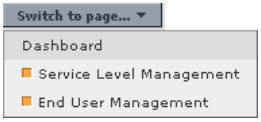
1

Introduction to My BAC

The My BAC portal is a view into Mercury Business Availability Center. The My BAC administrator has set up your portal to include reports that are of interest to you, as well as real-time dashboard views. You can add more pages to your portal and you can rearrange existing pages and portlets.

My BAC displays your main portal page either when you log in to Mercury Business Availability Center or when you click **My BAC** in the menu. This is the page that the My BAC administrator has set up for you.

- You can display another page: click **Switch to page**, and select a page to display. If you have not yet viewed the page, an orange box appears next to its name:



- You can make changes to your portal, such as adding or removing pages or portlets, or rearranging the pages. For details, see Chapter 2, “Personalizing Your Portal.”



- To display help about a specific portlet, click the **Help** button.



- To edit the portlet preferences, click the **Edit** button. The portlet preferences are configured in Mercury Business Availability Center. For details on a particular portlet’s preferences, see Chapter 3, “Default Portlets.”



- To maximize the portlet, click the **Maximize** button. My BAC displays the portlet in a new page. Click **Back** to return to the portlet.

- To minimize the portlet, so that only the portlet's title bar is displayed, click the **Minimize** button. Click the button again to redisplay the portlet.

  If the report contains no data, My BAC displays the portlet's title bar only.

- A portlet that you have not yet viewed includes an orange box in the title:



- To display the filters that have been defined for a Mercury Business Availability Center report, hold the pointer over the Filter button.

- You work with Mercury Business Availability Center reports as explained in the report documentation:

  For details on working with Dashboard reports, see *Using Dashboard*.

  For details on working with Service Level Management reports, see *Using Service Level Management*.

  For details on working with End User Management reports, see *Using End User Management*.

  For details on working with Real User Monitor reports, see "Real User Monitor Reports" in *Using End User Management*.

  For details on working with System Availability Management reports, see *Using System Availability Management*.

2

Personalizing Your Portal

This chapter explains how you can personalize your portal. You can add or remove pages, reorganize them, and add or remove portlets.

This chapter describes:	On page:
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Personalizing Your Portal Workflow

Your portal has been set up by the My BAC administrator and includes pages that are of interest to you. You can personalize these pages as follows:

1 Select My BAC in the menu.

Click the **Personalize** button to open the Personalize My BAC page.

2 Locate the page you want to change.

Click **Switch to page** and choose the page from the list.

3 Add empty pages.

These are the pages that will contain the portlets. Click **Add Blank Page**. The page name changes to New Page. In the Page Name box, enter a new name for the page.

4 Add preconfigured pages.

Preconfigured pages are modules prepared for you by the My BAC administrator that you can add to your portal. For details, see "Adding Preconfigured Pages" on page 5.

5 Change the name of a page.

You can change a page's name, or the names of other pages in the module. Select the page, and type a new name in the Page Name box.

6 Delete a page.

You can delete pages in your portal. Click the **Delete Page** button. To confirm deletion, answer **OK** to the message. To return to the Personalize page without deleting the page, click **Cancel**.

7 Reorder your pages.

To reorder pages, click **Reorder Pages** and in the window that opens, use the arrows to change the order. Click **OK** to return to the Personalize page.

8 Add or remove portlets.

You can add other portlets to your portal, and you can remove existing portlets. For details, see "Adding or Removing Portlets" on page 5.

9 Edit portlets.

You can change the position of portlets in the page, and you can edit their preferences. For details, see "Editing Portlets" on page 6.

10 Copy or move portlets.

You can make a copy of a portlet (then change its preferences), or move it to another page. For details, see "Copying or Moving Portlets" on page 7.

11 Save changes.

- To save the changes, click **Save**. The Personalize page stays open.
- To save the changes and return to My BAC, click **Done**.

Adding Preconfigured Pages

Preconfigured pages are either provided by Mercury or configured by your My BAC administrator. Once you add a preconfigured page to your portal, you can edit the page to meet your specific requirements. For details on defining a page as preconfigured, see the procedure on page 9 in *My BAC Administration*.

To add a preconfigured page:

1. Click the **Add Preconfigured Pages** button to open the Add Preconfigured Pages to My BAC window.
2. Click a module to select it and add it to your portal. You are returned to the Personalize page.
3. If necessary, make changes to the module as described in "Adding or Removing Portlets" on page 5, "Editing Portlets" on page 6, and "Copying or Moving Portlets" on page 7.

   You can make changes on condition that the preconfigured module was made available for you in Distribute mode, that is, the module includes a Personalize button. If the module has been made available in Publish mode, you cannot modify the module.

Adding or Removing Portlets

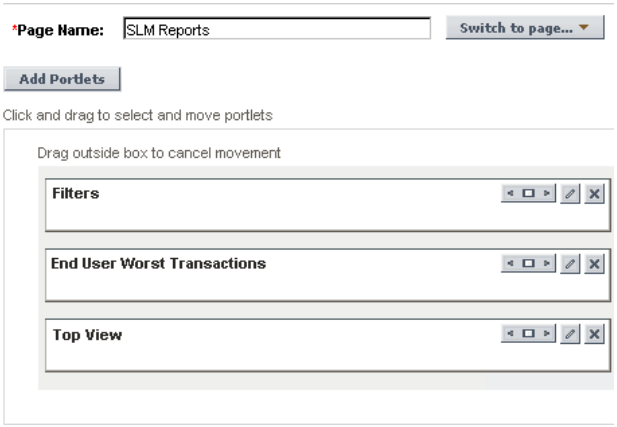
You can add portlets to, or remove portlets from, your portal.

To add portlets to the portal:

1. Display the page to which you want to add the portlet and click **Add Portlets** to open the Add Portlets to Page dialog box.

   You search for portlets by entering the portlet name or its category. Leave the boxes empty to find all portlets. Click **Find Portlets**. Portlets answering the query (and for which you have access rights) are displayed.

2 Select the check boxes of the portlets to be added to the page, and click **Add**. You are returned to the Personalize page. The portlets are displayed one below the other.



To remove portlets from the portal:

Display the page in which you want to remove a portlet and click **Remove Portlet from page**. The page is immediately refreshed without the portlet.

Editing Portlets

You can change the order of portlets, change a portlet's width, edit portlet preferences, and remove portlets from a page.

➤ To change the order of the portlets, select a portlet and drag it to the correct position.



➤ To view help for a portlet, click the **Help** icon.



➤ To set a portlet to open across the whole width of the page, click the **Set portal width** icon. Click the icon again to return the portlet to its former width. When a portlet width is set to Maximize, My BAC opens the portlet in a new window.



➤ To edit the portlet filters, click the **Edit portlet preferences** icon. For details about a portlet's preferences, see Chapter 3, "Default Portlets."

➤ To delete the portlet, click the **Remove portlet from page** icon.

Copying or Moving Portlets

You can copy or move portlets.

- To copy a portlet, for example, if you wanted to show the same report but for a different time range, click **Copy**. A copy of the portlet is added to the bottom of the section. Click the **Edit portlet preferences** icon to change the report filters.
- To move the portlet to another page, choose the page in the Move to Page box, and click **Move**.

3

Default Portlets

This chapter describes the default Java portlets that are included with Mercury Business Availability Center.

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Default Portlet Overview

Java portlets are portlets written in Java and imported into My BAC. Java portlets consist of a portlet definition file and the Java code.

For the procedure for importing portlet definitions, see "Importing Portlet Definitions" in *My BAC Administration*.

For the procedure for configuring portlet definitions, see "Configuring Portlet Definitions" in *My BAC Administration*.

Console

Displays components of the active Dashboard real-time view, organized into a hierarchy tree format and refreshed every 30 seconds.

For details on this report, see "Dashboard Console" in *Using Dashboard*.

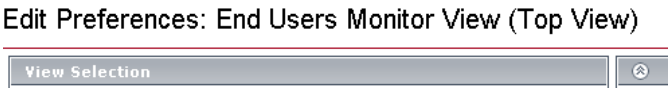
You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.
- **Options.**

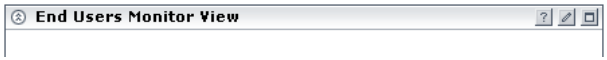
  Show Acknowledgement: When selected, My BAC displays the acknowledgement icon in the portlet. For details, see "Acknowledging Performance Problems" in *Using Dashboard*.

  Play Status Alert Sound: When selected, My BAC plays a sound when a CI status changes to Critical. For details, see "Sound Alert for Critical Status" in *Using Dashboard*.
- **KPI Selection.** You can select which KPIs are to be displayed in the portlet. For details, see "KPI Selection" in *View Manager Administration*.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Custom Map

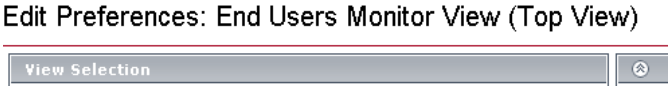
Displays a diagram or picture that represents a view combined with Dashboard real-time status indicators.

For details on this report, see "Dashboard Custom Map" in *Using Dashboard*.

You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.
- **KPI Selection.** You can select which KPIs are to be displayed in the portlet. For details, see "KPI Selection" in *View Manager Administration*.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



End User – Least Available Locations

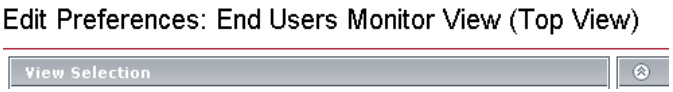
Displays the least available locations for Business Process Monitor and Client Monitor, across all profiles, for the last day. This is part of the Status Snapshot report.

For details on this report, see "Status Snapshot" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



End User – Least Available Transactions

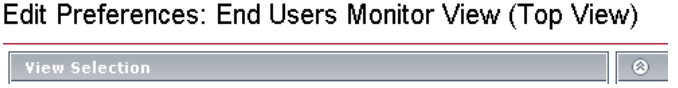
Displays least available transactions for Business Process Monitor and Client Monitor across all profiles, for the last day. This is part of the Status Snapshot report.

For details on this report, see "Status Snapshot" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.

  Click **OK** to display the new title in the portlet:

Filters

Displays operational status for specific business components.

For details on this report, see "Dashboard Filters" in *Using Dashboard*.

You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.

➤ **Options.**

Active Filters: To create filters that filter CIs, to focus on a specific view, on specific CI types or statuses, or on problematic areas, choose from the list. For an explanation of the filters, see "Setting Active Filters" and "Predefined Filters" in *Using Dashboard*.

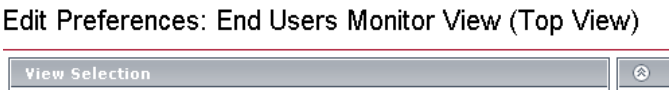
Show Acknowledgement: When selected, My BAC displays the acknowledgement icon in the portlet. For details, see "Acknowledging Performance Problems" in *Using Dashboard*.

Play Status Alert Sound: When selected, My BAC plays a sound when a CI status changes to Critical. For details, see "Sound Alert for Critical Status" in *Using Dashboard*.

➤ **KPI Selection.** You can select which KPIs are to be displayed in the portlet. For details, see "KPI Selection" in *View Manager Administration*.

➤ **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Geographical Map

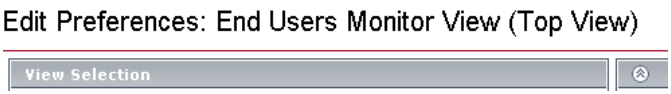
Displays a geographical map, using Microsoft MSN Virtual Earth, showing the worst status at each geographical location and detailed information about a CI's KPIs. Needs Internet connection.

For details on this report, see "Dashboard Geographical Map" in *Using Dashboard*.

You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.
- **Options.** Choose the style of the map to be displayed. For details, see "Working with the Virtual Earth Geographical Map" in *Using Dashboard*.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



KPI Over Time

Displays the status or value, over time, of selected CIs and KPIs accessible from the Dashboard application.

For details on this report, see "KPIs Over Time Reports" in *Using Dashboard*.

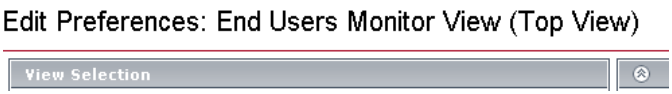
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Open Query

Displays a table of data retrieved from the database, answering to a Generic Data Engine API query.

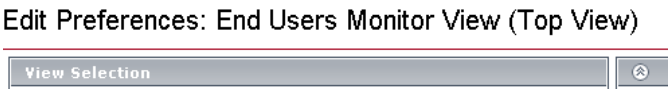
For details on this report, see "Report Lists" in *Working with Applications*. For details on defining an open query report, see "Open Query Component" in *Working with Applications*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** For details on configuring an open query report, see "Open Query Component" in *Working with Applications*.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor Application Errors Summary

Displays a summary of application errors in monitored applications, configured in Monitor Administration.

For details on this report, see "Pages with Most Errors" in *Using End User Management*.

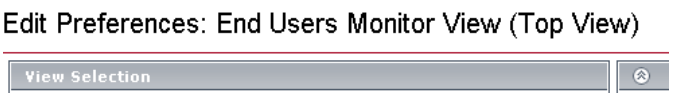
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

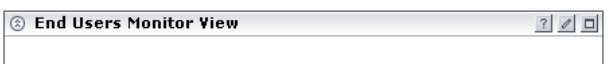
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor Event Count

Displays data for all events, or sessions with events, in monitored applications, broken down by time intervals.

For details on this report, see "Event Count Over Time Report" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

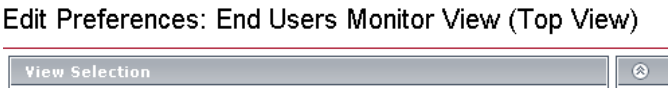
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor HTTP Errors Summary

Displays a summary of HTTP errors in monitored applications, configured in Monitor Administration.

For details on this report, see "Pages with Most Errors" in *Using End User Management*.

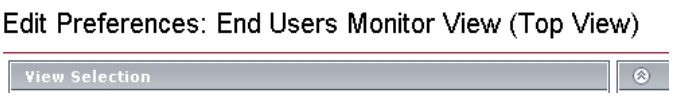
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

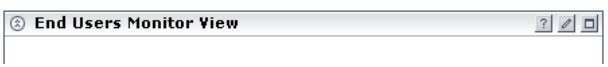
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor Informational Events Summary

Displays a summary of informational events in monitored applications, configured in Monitor Administration.

For details on this report, see "Event Summary Report" in *Using End User Management*.

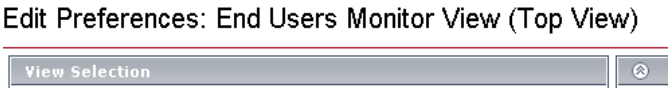
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

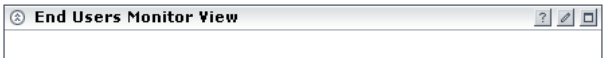
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor – Least Available Applications

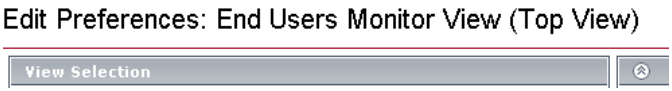
Displays least available applications for Real User Monitor for the last day. This is part of the Status Snapshot report.

For details on this report, see "Status Snapshot" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

➤ **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor Performance Events Summary

Displays a summary of performance events in monitored applications, configured in Monitor Administration.

For details on this report, see "Event Summary Report" in *Using End User Management*.

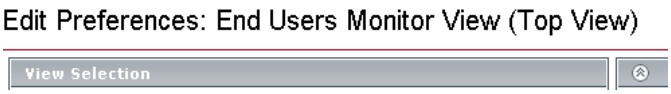
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

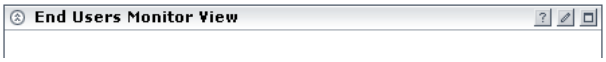
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Real User Monitor – Slowest Applications

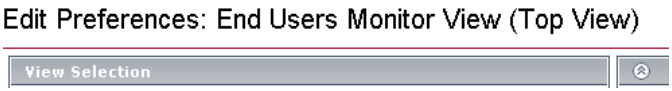
Displays slowest applications for Real User Monitor, for the last day. This is part of the Status Snapshot report.

For details on this report, see "Status Snapshot" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



  Click **OK** to display the new title in the portlet:



RSS

Displays a RSS (Really Simple Syndication) feed: RSS is an XML-based format for sharing and distributing Web content, such as news headlines.

The My BAC RSS parser supports versions 1 and 2. To view RSS portlets, Mercury Business Availability Center must have access to the Internet.

To add an RSS portlet to a portal:

1. Access the My BAC portal from the menu.
2. Click **Personalize** to open the Personalize My BAC page.
3. Add the RSS portlet to a page. Click **Add Portlets** to open the Add Portlets to Page dialog box.
4. Locate the RSS portlet, select its check box, and click **Add**. You are returned to the Personalize My BAC page.
5. Click the **Edit** button in the portlet to open the Edit Preferences: RSS Portlet page.
6. Enter the feed details, as follows:
   - **RSS URL.** Enter the full URL that returns an XML file in RSS format.
   - **Refresh rate.** Choose the refresh rate, in minutes, from the list.
   - **Items to display.** Enter the number of items in an RSS feed to display in the portlet. For example, **5** means that My BAC displays the first 5 entries in a feed from a particular source. If you leave this field empty, My BAC displays all items in a feed.
   - **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.
7. Click **Save**.
8. In the Personalize My BAC page, click **Save** to save the changes. To return to the My BAC portal, click **Done**.

SLA Summary

Displays a list of SLAs and their statuses, filtered by KPI, time interval, time period.

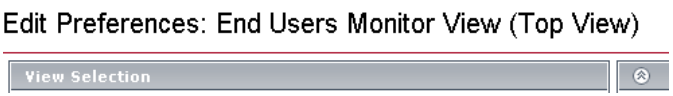
For details on this report, see "SLAs Summary Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

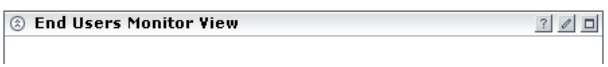
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM CI Impact

Displays the results for a CI across all SLAs in which the CI is defined, filtered by KPI, time interval, time period.

For details on this report, see "CI Impact Report" in *Using Service Level Management*.

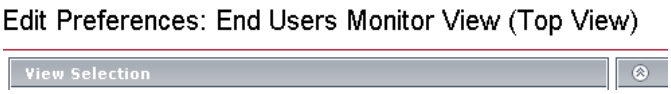
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

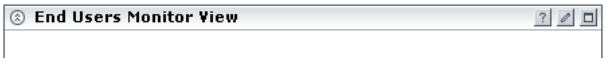
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM CIs Over Time

Displays CIs over a time period, for a selected SLA.

For details on this report, see "CIs Over Time Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

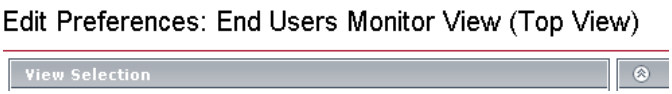
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM CIs Over Time vs. Target

Displays defined targets superimposed on the data of CIs for a selected SLA.

For details on this report, see "CI Over Time vs. Target Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

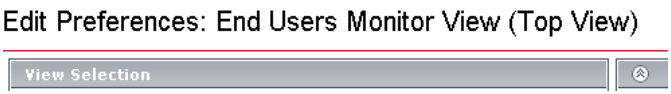
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM CI Status

Displays the results for a CI and its descendants.

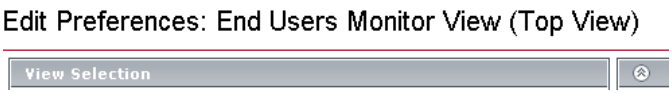
For details on this report, see "CI Status Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM CI Summary

Displays a summary of all CIs of a specific SLA.

For details on this report, see "CI Summary Report" in *Using Service Level Management*.

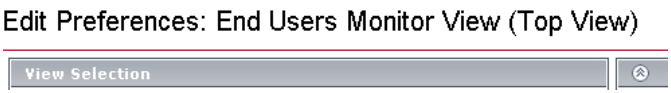
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM Outage Breakdown

Displays a breakdown of all outages for selected CIs for one SLA, for specific time interval.

For details on this report, see "Outage Breakdown Report" in *Using Service Level Management*.

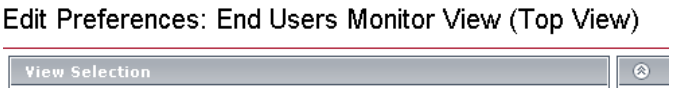
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM Outage Distribution

Displays a distribution of outages for selected CIs.

For details on this report, see "Outage Distribution Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

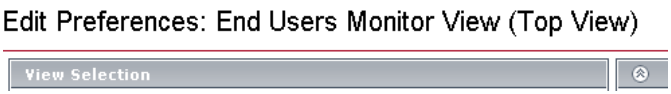
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  View as Graph/View as Table. Choose how the report is to be displayed. If one option only is displayed, there is no choice.

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM Outage Summary

Displays the periods of time during which measurements (transaction, monitor, sample) failed, that is, did not meet criteria defined in the KPI's business rule.

For details on this report, see "Outage Summary Report" in *Using Service Level Management*.

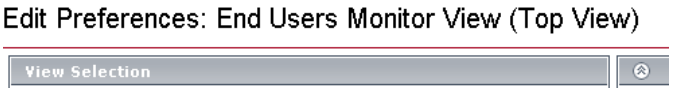
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



SLM Time Range Comparison

Compares the availability percentage and performance time for one time interval with another, showing the trends for a selected KPI.

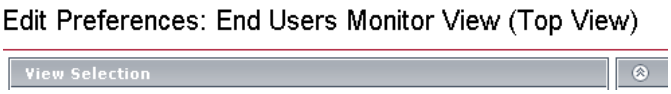
For details on this report, see "Time Range Comparison Report" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

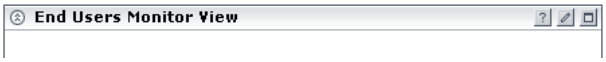
- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Top View

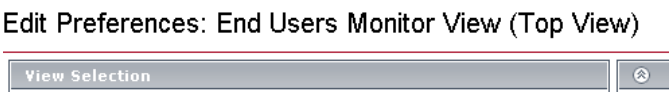
Displays a top-down view of the health of applications and business processes.

For details on this report, see "Dashboard Top View" in *Using Dashboard*.

You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.
- **Options. Show only the selected subtree**: Select the check box to display the CI and its subtree. Clear the check box to display all CIs included in the view. The selected CI is marked.
- **KPI Selection.** You can select which KPIs are to be displayed in the portlet. For details, see "KPI Selection" in *View Manager Administration*.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Topology Map

Displays single level or multilevel maps of views defined in the View Manager.

For details on this report, see "Dashboard Topology Map" in *Using Dashboard*.

You can configure the preferences for this portlet, or accept the default preferences:

- **View Selection.** Use the View Explorer to choose CIs to include in the portlet. For details, see "Using View Explorer" in *Working with the CMDB*.

Triage Report – Error Details

Displays error details for Business Process Monitor. This is part of the Triage report.

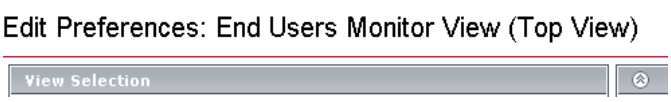
For details on this report, see "Triage Report" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Triage Report – Error Summary

Displays a summary of errors organized by error type for Business Process Monitor or Client Monitor. This is part of the Triage report.

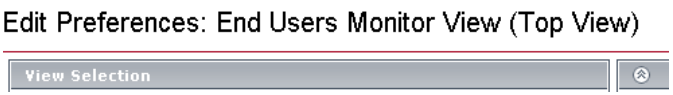
For details on this report, see "Triage Report" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Triage Report – Raw Data

Displays raw data information for Business Process Monitor. This is part of the Triage Raw Data report.

For details on this report, see "Triage Raw Data Report" in *Using End User Management*.

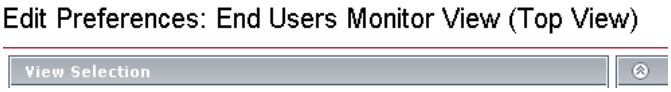
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

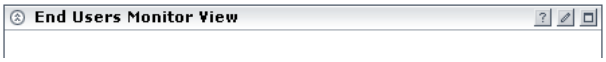
  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Triage Report – Transaction Breakdown

Displays a breakdown over time of response time data for Business Process Monitor. This is part of the Triage report.

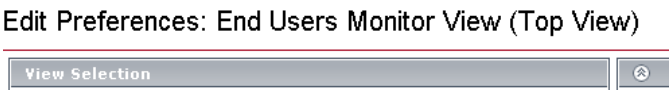
For details on this report, see "Triage Report" in *Using End User Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Triage Report – Transaction Group by Location

Displays an in-depth picture of the performance of transactions grouped by location for Business Process Monitor. This is part of the Triage report.

For details on this report, see "Triage Report" in *Using End User Management*.

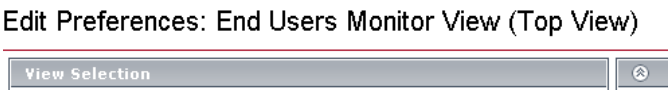
You can configure the preferences for this portlet, or accept the default preferences:

- **Filter.** Includes the report filters. For details, see the report itself.
- **Advanced Settings.**

  Refresh rate. Choose how often to update the report: never, once hourly, or once every two hours.

- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Worst Performing SLAs – Current Periods

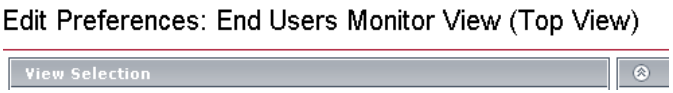
Displays the latest status of the ten worst-performing SLAs. This is part of the SLM Status Snapshot report.

For details on this report, see "Worst-Performing SLAs – Current Periods" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Refresh Rate.** Choose how often the report is updated in minutes.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



Worst Performing SLAs – Previous Periods

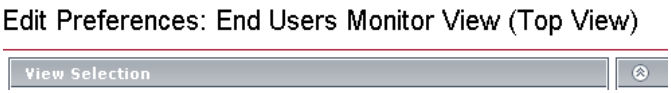
Displays the worst-performing SLAs for the past six months. This is part of the SLM Status Snapshot report.

For details on this report, see "Worst-Performing SLAs – Previous Periods" in *Using Service Level Management*.

You can configure the preferences for this portlet, or accept the default preferences:

- **Refresh Rate.** Choose how often the report is updated in minutes.
- **Change Title.** Click the button to change the title of the portlet in your portal page. In the Change Portlet Title dialog box, enter a new title and click **Change**.

  My BAC displays the new title in the Edit Preferences page. The default title is included in brackets.



Click **OK** to display the new title in the portlet:



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