



From Krypton with love. The superhuman powers of **VantagePoint Reporter**

(OV Service Reporter Tips & Tricks)

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Solutions Services
OVB



Presentation #: 400





Objectives

- Quick introduction to OVSR
- What is the value in reporting?
- How to get started.
- Harnessing the power of OVSR
- Examples of product usage
- Future directions of OVSR





OpenView Service Reporting

★ Benefits

- Painless reporting
- Out-of-the-box reports
- Scalability
- Flexibility
- Customization

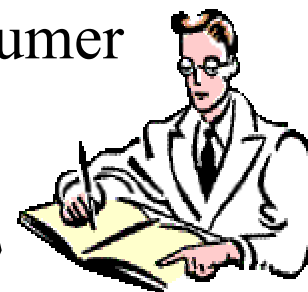
From the
Report
Architect



★ Types of users

- Line of business managers
- IT managers
- IT administrators

To the
Report
Consumer



NT 4.0 Workstation/Server

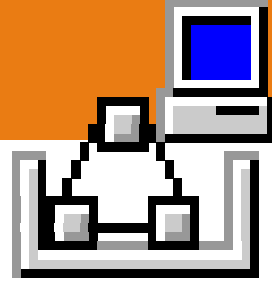


What Service Reporter is AND what it is NOT:

- **Is:**
 - A high level reporting tool that uses data from MeasureWare Agent and ITO database systems to summarize weekly performance
- **Not:**
 - A replacement for PerfView Analyzer
 - Not a real-time tool
 - Not an alarm generator/display engine
 - Not intended for drill-down activities



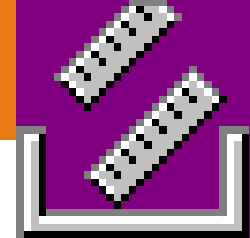
Discovery Engine



- **Automatically find machines with MWA agents on local NT domain.**
- **To discover HP-UX, Solaris, AIX, SINIX, Reliant OS, NCR agent systems automatically you need an NFS service (like Hummingbird Maestro NFS)**
- **“Bulk discovery” allows machines to be discovered from text file input**
- **Will find new MWA agents when added to environment (scheduled based on user need)**
- **Time-out if discovery can’t find all systems in allotted time**
- ***Discovered systems* report provides system name, OS info, machine type, disks, CPU, memory and networks**
- **Discovery is ARM’d**
- **Logs discovery progress tracking to Reporter status file**
- **Discover_ITO similar to Discover but discovers ITO agent systems.**



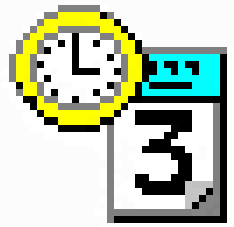
Gatherer Engine



- **Gathers data into central DB based on assigned metric lists**
- **Validates metric list on remote node**
- **Gathering available at different summarization levels (5 min, hourly, 3 hrs, etc)**
- **Will time-out based on threshold and catches up on missed-data from previous days**
- ***Gatherer* report generated including last status, and scheduling info**
- **Gatherer is ARM'd**
- **Estimated gathering time is 15 seconds/system for standard metric set (one week of data).**
- **Logs to Reporter status file for easy tracking of gathering progress**
- **Process level gathering is possible, but be aware that this consumes a lot of disk space**
- **Gather ITO is used to collect ITO metrics for long term ITO trending and is saved in the MS Access 97 database**



Scheduler



- **Runs as a service and controls the execution of all scheduled Reporter functions**
- **Provides “time-out” capability to kill programs that run longer than practical (default settings or user controlled).**
- **Allows individual system gathering scheduled manually by need**
- **Logs to Reporter status file for tracking scheduled activities**
- **Allows execution of any user-defined program including the passing of user parameters**
- **Ensures all Reporter processes complete before the next process starts-up**



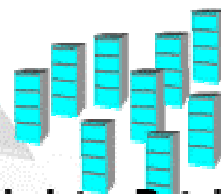
Master Scheduler's Daily Routine



**Runs Discovery
at 12:30 a.m...**

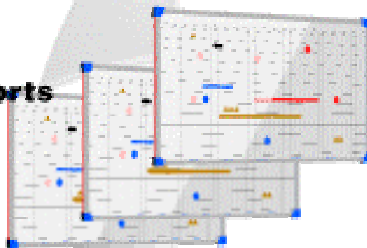


**Runs Gatherer
at 1:00 a.m...**



**Updates Database
at 1:50 a.m...**

**Generates Reports
at 2:00 a.m...**





Why Report?

- **Line of business managers:**
 - Are my customers requirements being met?
 - Will my customers requirements continue to be met?
 - Am I receiving the levels of service that I am paying for?
- **IT Managers:**
 - Am I delivering the contracted levels of service?
 - Is my current configuration able to handle the current and future business requirements?
 - Has the workload changed? Was this change anticipated/planned?
- **IT Administrators:**
 - Where do I need to focus my staff to improve customer service?
 - How can I reduce the number of incidents that need direct operations involvement?



If we didn't have reports.....

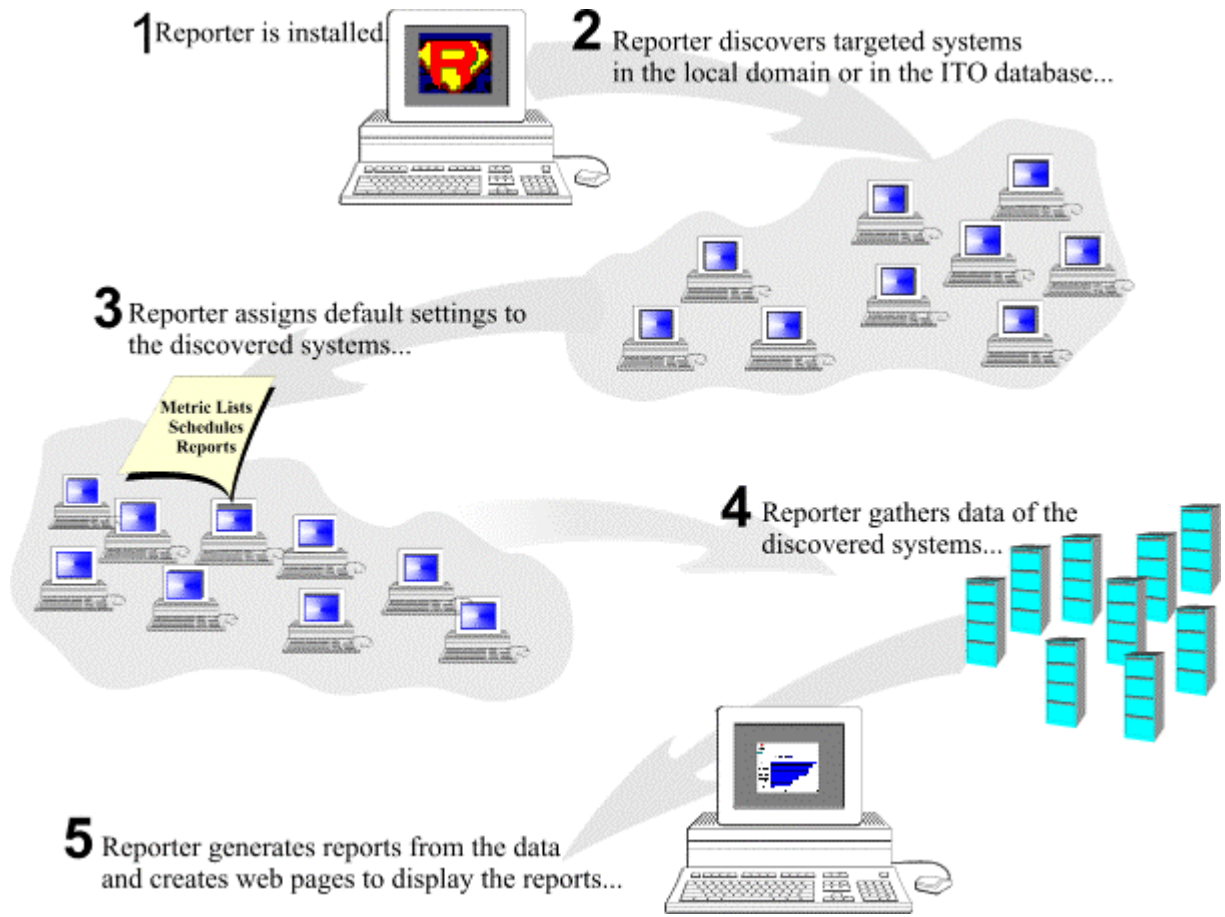
- **How can you manage an environment if you don't know what that environment is experiencing?**
- **How can IT be a valued business partner if IT doesn't understand their value to the business?**
- **How can you expect customer satisfaction if you don't know what you are delivering to them?**



What reports are valuable?

- **Resource utilization**
- **Resource availability**
- **Business transaction throughput/completions/aborts/service times**
- **Number, Severity & Type of incidents**
- **Resolution time of incidents**
- **Operator statistics (number, time/operator/incident)**
- **Node assignment**

What Happens After Installation





Reporter [Minimize] [Maximize] [Close]

File View Action Help

[Icons: Information, Report, Superman, Printer, Lightning, Chart, Report, Question, Lightbulb]

Reporter Administrator

- Discovery Area
- Metric Lists
- Reports
- Schedule
- Discovered Systems

Configurable Tasks

- Discovery Area
- Metric Lists
- Reports
- Schedule
- Discovered Systems

Reporter Status

- 2000/04/25 06:59:42 Discovery WARNING: lparkerw, Unable to open a socket to MeasureWare
- 2000/04/25 06:59:44 Discovery WARNING: rpm_vectra, Unable to open a socket to MeasureWare
- 2000/04/25 06:59:44 Discovery: Examined 3 individually selected systems.
- 2000/04/25 06:59:45 Discovery: Now probing each system for installed MeasureWare Agents
- 2000/04/25 06:59:45 Discovery: End ,Examined 3 systems, found 0 new MeasureWare Agents for a total of 3 known
- 2000/04/25 06:59:46 Scheduler: Starting program "Gather.exe"

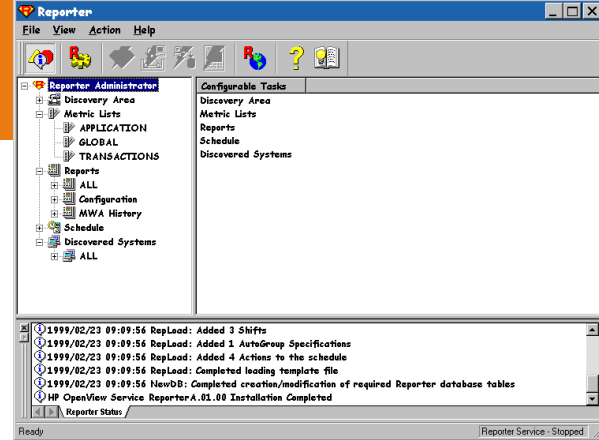
Ready [Reporter Service - Running]

Office [Icons: Office, Mail, Calendar, Taskbar, Start, Explorer, Word, PowerPoint, Internet Explorer, Run, My Computer, Recycle Bin, Network Places, Control Panel, Help and Support, Start, Run, My Computer, Recycle Bin, Network Places, Control Panel, Help and Support]

Start [OpenView2000...] [Exploring - C:\...] [Microsoft Powe...] [Microsoft Word...] [Documentation...] [Exploring - D:\] [Reporter] [System Tray: Volume, Network, Power, Time: 6:59 AM]



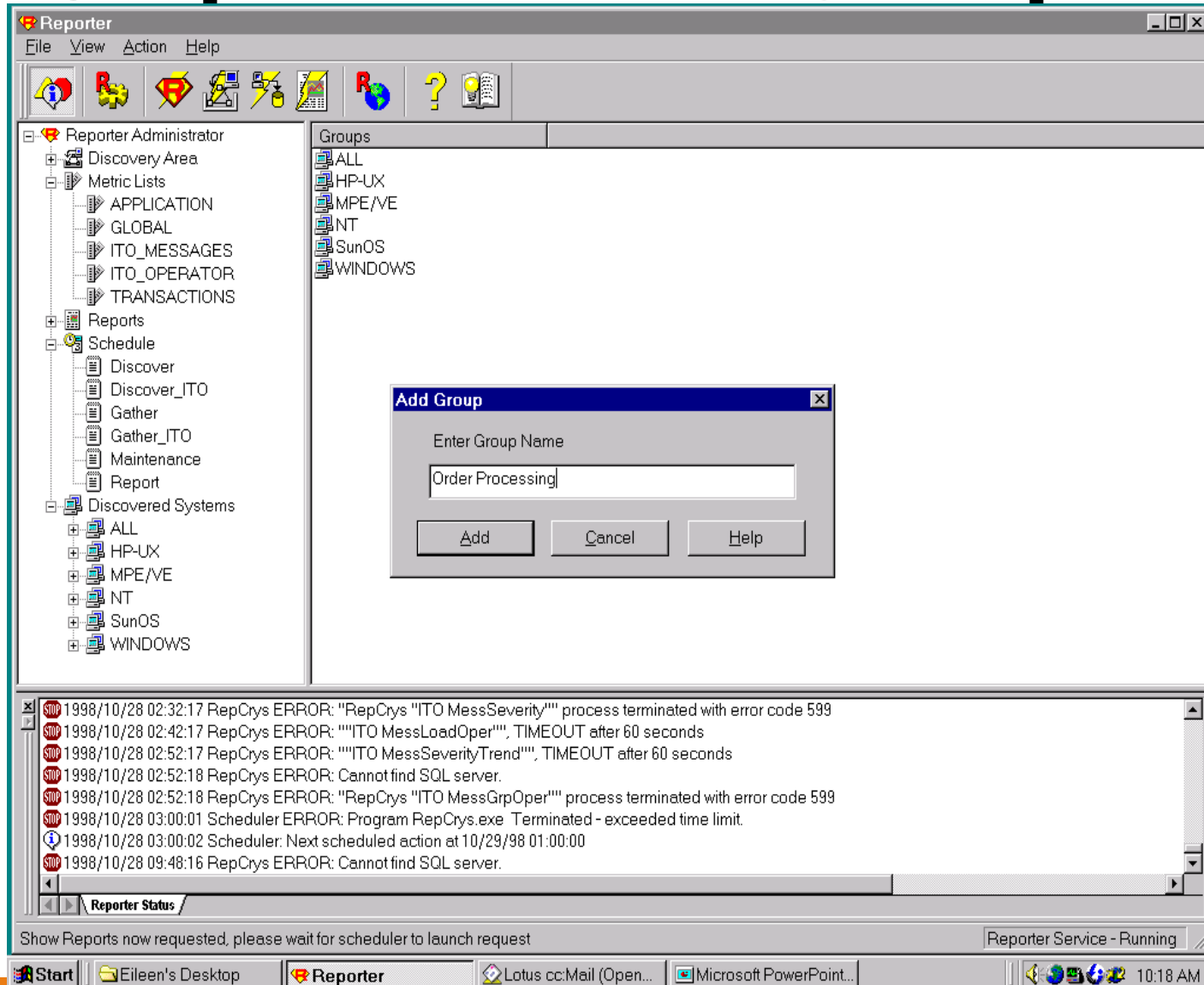
Reporter UI



- **Windows I/F to user-controlled reporting features:**
 - *Scheduling*
 - *Discovery of systems*
 - *Discovered systems and grouping*
 - *Reports and custom report definitions*
 - *Metric lists*
 - *Configuration of Databases/Holidays/Shifts/Auto Groups/Options*
- **Shift configuration to further customize your reports (Prime, Graveyard, Swing, User)**
- **View into Reporter status file**
- **Configuration of Reporter parameters (tracing, time-outs, concurrent programs, maintenance)**
- **Comprehensive online help and Concepts Guide**
- **Drag-n-drop capability and Multiple select in UI**

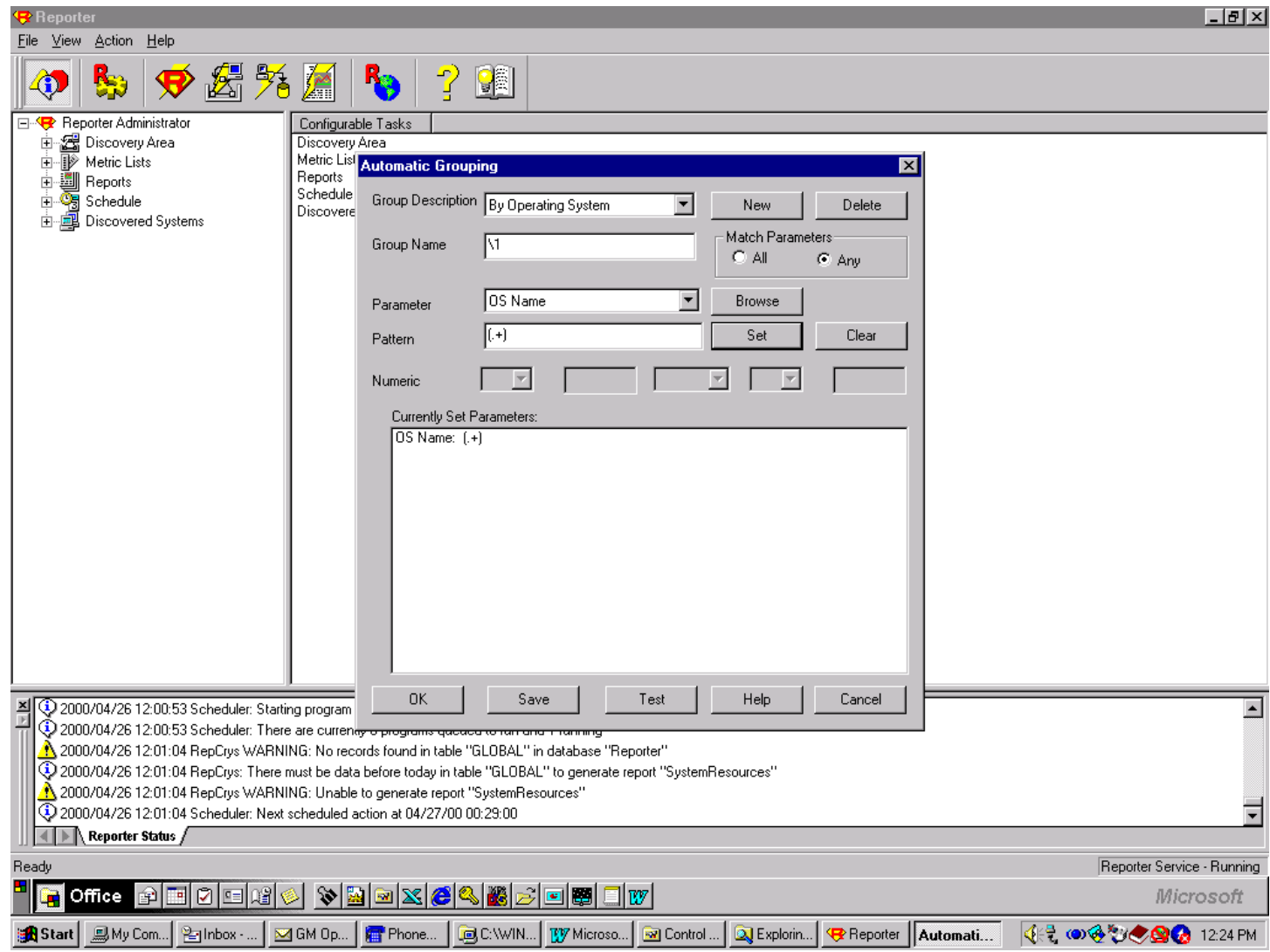
Harnessing the power:

Step 1: Build A Group



The screenshot displays the Reporter application window. The main interface is divided into a left-hand tree view and a right-hand main pane. The tree view shows a hierarchy starting with 'Reporter Administrator', followed by 'Discovery Area', 'Metric Lists', 'Reports', and 'Schedule'. The 'Schedule' folder is expanded, showing sub-items like 'Discover', 'Discover_ITO', 'Gather', 'Gather_ITO', 'Maintenance', and 'Report'. The 'Report' sub-item is selected. The right-hand pane, titled 'Groups', lists several system groups: ALL, HP-UX, MPE/VE, NT, SunOS, and WINDOWS. An 'Add Group' dialog box is open in the center, featuring a text input field containing 'Order Processing' and three buttons: 'Add', 'Cancel', and 'Help'. At the bottom of the Reporter window, a status bar displays a log of error messages from 1998/10/28, including 'RepCrys ERROR: "RepCrys "ITO MessSeverity"" process terminated with error code 599' and 'Scheduler ERROR: Program RepCrys.exe Terminated - exceeded time limit.'. The status bar also indicates 'Reporter Service - Running'.

Grouping Systems



The screenshot displays the HP OpenView Reporter application interface. The main window is titled "Reporter" and features a menu bar (File, View, Action, Help) and a toolbar with various icons. On the left, a tree view shows the "Reporter Administrator" structure, including "Discovery Area", "Metric Lists", "Reports", "Schedule", and "Discovered Systems".

The "Configurable Tasks" pane is active, showing "Automatic Grouping" settings. The dialog box includes the following fields and controls:

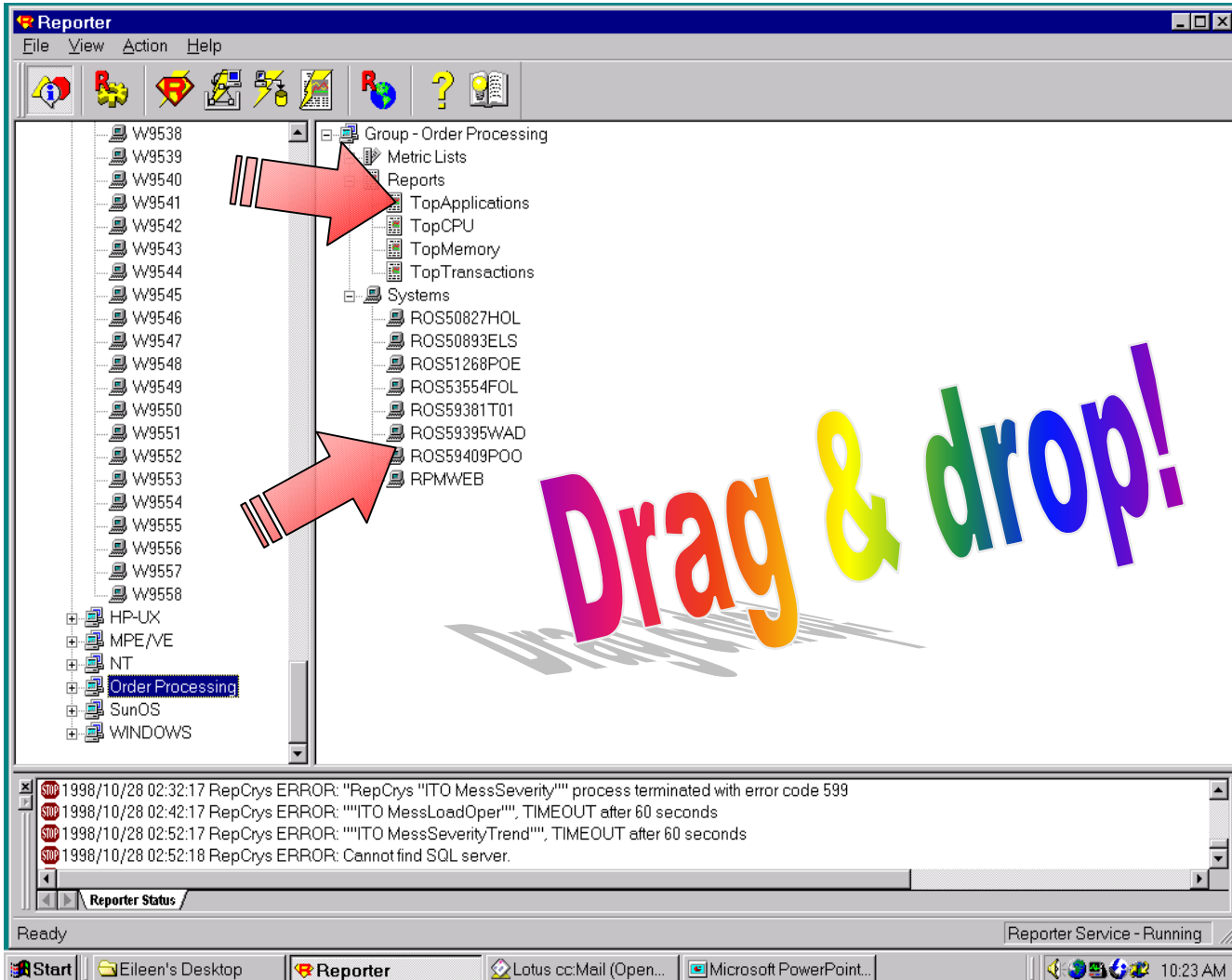
- Group Description:** A dropdown menu set to "By Operating System", with "New" and "Delete" buttons.
- Group Name:** A text input field containing "\1".
- Match Parameters:** Radio buttons for "All" and "Any", with "Any" selected.
- Parameter:** A dropdown menu set to "OS Name", with a "Browse" button.
- Pattern:** A text input field containing "(.+)", with "Set" and "Clear" buttons.
- Numeric:** A series of five empty input fields.
- Currently Set Parameters:** A text area displaying "OS Name: (.+)"

At the bottom of the dialog are "OK", "Save", "Test", "Help", and "Cancel" buttons. Below the dialog, a log window shows the following messages:

- 2000/04/26 12:00:53 Scheduler: Starting program
- 2000/04/26 12:00:53 Scheduler: There are currently 0 programs queued to run and 1 running
- 2000/04/26 12:01:04 RepCrys WARNING: No records found in table "GLOBAL" in database "Reporter"
- 2000/04/26 12:01:04 RepCrys: There must be data before today in table "GLOBAL" to generate report "SystemResources"
- 2000/04/26 12:01:04 RepCrys WARNING: Unable to generate report "SystemResources"
- 2000/04/26 12:01:04 Scheduler: Next scheduled action at 04/27/00 00:29:00

The taskbar at the bottom shows the system is "Ready" and the "Reporter Service" is "Running". The taskbar includes icons for Office, My Computer, Inbox, GM Op..., Phone..., C:\WIN..., Microsoft..., Control..., Explor..., Reporter, and Automati... The system clock shows 12:24 PM.

Step 2: What Reports? Which Systems?



The screenshot shows the HP Reporter application window. The interface includes a menu bar (File, View, Action, Help), a toolbar with various icons, and a main workspace. On the left, a tree view lists systems: W9538 through W9558, HP-UX, MPE/VE, NT, Order Processing (highlighted), SunOS, and WINDOWS. On the right, another tree view shows a hierarchy: Group - Order Processing, Metric Lists, Reports, TopApplications, TopCPU, TopMemory, TopTransactions, and Systems. Under Systems, several specific systems are listed: ROS50827HOL, ROS50893ELS, ROS51268POE, ROS53554FOL, ROS59381T01, ROS59395WAD, ROS59409POO, and RPMWEB. Two red arrows point from the left tree to the right tree, indicating a drag-and-drop action. A large, colorful graphic with the text "Drag & drop!" is overlaid on the right side of the interface. At the bottom, a status bar shows "Reporter Status" with several error messages from RepCrys, and a taskbar at the very bottom shows the Start button, desktop name "Eileen's Desktop", and open applications like Reporter, Lotus cc:Mail, and Microsoft PowerPoint.

Step 3: Generate Reports

The screenshot shows the Reporter application window. The title bar reads "Reporter" and the menu bar includes "File", "View", "Action", and "Help". The toolbar contains icons for help, refresh, save, print, and a starburst icon. The main area is divided into two panes. The left pane shows a tree view of the Reporter Administrator structure, including "Discovery Area", "Metric Lists", "Reports", and "Schedule". The right pane shows a tree view of the "Group - Order Processing" structure, including "Metric Lists" and "Systems". The "Metric Lists" folder is expanded, showing sub-items like "TopApplications", "TopCPU", "TopDisk", "TopMemory", and "TopTransactions". The "Systems" folder is also expanded, listing various system identifiers such as "ROS50827HOL", "ROS50893ELS", "ROS51268POE", "ROS53554FOL", "ROS59381T01", "ROS59395WAD", "ROS59409POO", and "RPMWEB".

The bottom pane displays a log of report generation events. The log entries are as follows:

- 1998/10/28 10:33:27 RepCry: Finish Report "UpTime" -g "NT"
- 1998/10/28 10:33:28 RepCry: Finish Report "DiscoveredSystems" -g "NT"
- 1998/10/28 10:33:38 RepCry: Finish Report "DiskClasses" -g "NT"
- 1998/10/28 10:33:41 RepCry: Finish Report "TopCPU" -g "Order Processing"
- 1998/10/28 10:33:47 RepCry: Finish Report "TopMemory" -g "Order Processing"
- 1998/10/28 10:33:56 RepCry: Finish Report "TopApplications" -g "Order Processing"
- 1998/10/28 10:34:02 RepCry: Finish Report "TopTransactions" -g "Order Processing"
- 1998/10/28 10:34:06 RepCry: Finish Report "TopCPU" -g "SunOS"
- 1998/10/28 10:34:10 RepCry: Finish Report "TopDisk" -g "SunOS"
- 1998/10/28 10:34:14 RepCry: Finish Report "TopNetwork" -g "SunOS"
- 1998/10/28 10:34:17 RepCry: Finish Report "TopMemory" -g "SunOS"
- 1998/10/28 10:34:24 RepCry: Finish Report "TopApplications" -g "SunOS"
- 1998/10/28 10:34:29 RepCry: Finish Report "TopTransactions" -g "SunOS"
- 1998/10/28 10:34:31 RepCry: Finish Report "TransSystem" -g "SunOS"
- 1998/10/28 10:34:32 RepCry: Finish Report "SystemTrans" -g "SunOS"
- 1998/10/28 10:34:35 RepCry: Finish Report "UpTime" -g "SunOS"

The status bar at the bottom of the window displays "Reporter Status" and "Reporter Service - Running". The Windows taskbar at the very bottom shows the Start button, the current user "Eileen's Desktop", and several open applications including "Reporter", "Lotus cc:Mail (Open...", and "Microsoft PowerPoi...". The system clock shows "10:34 AM".

Step 4 - View Reports!

Undistributed Templates
Ungrouped Templates

Transactions

Systems Performance
Transactions by E

Availability

System Up Time

ITO Summarize

ITO Messages by
ITO Messages by

Inventory

Discovered Systems
Discovered ITO S
Data Classes and

Administration

Scheduled Reports
Data Gathering fr

Reports for
HP-UX
NT
Solaris
SunOS
WINDOWS

Completed Transactions

Service	Completed Transactions (Approx.)
SMI_CCAvailTEST	3,800
Gather Data	3,200
SMI_FileServerAvailability RPMLAB	2,500
DNSsavaiTEST	2,000
CCAvail	1,800
SMI_WebServerDir	1,600
Report Engine	1,200
SML_FileSrvRPMLAB	1,000
Discover System	800
Report EnginerAvailability RPMLAB	400
Others	200

Top Applications by CPU

Application	CPU Usage (Approx. %)
Reporter	35
DeskTop	25
System	15
other	10
Program Development	5
FindFast	3
Perftools	2
Internet Browsers	1
MWA_Data_Sources	1
ScreenSaver	1
ManageX	1
MeasureWare	1
ClearCase	1
PCCOE	1
SrvicMgmt	1

The Service Level Violation Objective times. Please refer to the percentages which should be maintained.

SMI_CCAvailTEST

Gather Data

SMI_FileServerAvailability RPMLAB

DNSsavaiTEST

CCAvail

Most Active Transactions

Reporter	System Name	CPU Seconds	CPU Percent	Virtual Memory	Processes
Reporter	ROSS9409POO	39,166	8.50	4,034	1.08
	ROSS9395WAD	13,494	2.32	5,918	1.13
		52,659	4.96	5,114	1.11
DeskTop	ROSS3554FOL	32,119	5.31	13,202	3.26
	ROSS9395WAD	5,203	1.57	5,654	1.51
	ROSS1268POE	924	0.38	7,160	2.18
	ROSS1268POE	521	0.21	2,111	2.15



Problems?

- **Trace Level 1-9, defines detail of information traced in modes of operation. File ->Configuration ->Options**
- **Status Windows can be turned on/off for the various modes of operation. File ->Configure ->Status Window**
- **General status information is kept in Status.reporter file renames to oldstatus.reporter when it reaches 100KB**
- **Trace files (ie. Trace.Discover, Trace.Gather) for the different phases log same information as the status pane. These files named get renamed "traceold...." when they reach 500KB.**



What DataBases are supported

& how to I access them?

- **Microsoft Access 97 & Oracle are the only databases that is currently supported by Service Reporter.**
- **Note: The Microsoft Access 97 database can reach a maximum size of 1 Gigabyte of data.**
- **A standard database size (7 days of data w/standard metric collection) is ~ 45 kbytes per system**
- **Maintenance is scheduled once per day to clean the data base of unwanted data**
- **Data retention period is user-configurable (in days) through the Reporter UI (metric list ‘retain # days’)**
- **Need to identify the database in the report template:**
- **If you are creating your own report templates with Crystal Reports tm you must specify the database you are connecting to in the ‘Create Report Expert’, which is the first step in creation of a custom report template. From the ‘Data’ tab select SQL/ODBC and from the ‘Log On Server’ window that pops up, go down the list to ‘ODBC-Reporter’, select and click ‘OK’.**



System Discovery

- **MeasureWare discovery is a two step process.**
- **Discovering systems through network browsing relies on the NT operating system, which lists all systems known to the NT network. It is possible for NT to know many thousands of systems so you will probably want to restrict the systems to be searched.**
- **Generate a list of system names**
- **Probe each system for the existence of a MeasureWare Agent. ITO discovery involves copying system nodes and nodegroups from the ITO database.**



What about Unix system discovery?

- **Creating a bulk discovery file from a Un*x /etc/hosts file**
- **HP supplies a file to extract the unix system names from the /etc/hosts file. The file '*c:\rpmtools\newconfig\hosts2discover*' will convert an /etc/hosts file (found on a Un*x system) into a bulk discovery file. Copy this file to your Un*x system and set it's permissions to allow execution (if not already set) and run '\$ hosts2discover'. The 'discoversys.txt' file will be created in the directory that you are currently in. Copy this file to the Service Reporter console (into the *c:\rpmtools\data* directory), then follow the instructions for performing bulk load.**



How many systems can I manage from one VantagePoint Reporter station?

Scalability Example:

Hardware	<i>Systems supported / Database space required</i>
200 MHz Pentium pro, single processor 64 MB memory	1600 MeasureWare Agents 84 MB for database (approximate)
200 MHz Pentium pro, dual processors 96 MB memory	2492 MeasureWare Agents 131 MB for database (approximate)
400 MHz Pentium-II, dual processors 192MB memory	4577 MeasureWare Agents 240 MB for database (approximate)



Changing Report Style

- **You can easily make minor modifications to the default report templates such as replacing the "OpenView Service Reporter" graphic with a company logo. To edit the report templates you must purchase a copy of the Crystal Reports product.**



Creating New Report Templates

- **Why?**
- **When you want to report on data from new or modified metric lists.**
- **i.e. new data from a MeasureWare DSI data source.**
- **Change the information on an existing report (perhaps add more detail), different look?**
- **Note: If you change any default template, it is recommend to retain the original template and save changes under a new report template file name.**



Creating New Report Templates

- How?
 - **Step 1: Specify the database**
 - **Step 2: Choose a database table**
 - **Step 3: Choose fields (metrics) to use in the report**
 - **Step 4: Design the template using Crystal Reports**
 - **Pay attention to aligning columns in web pages**
 - **Step 5: Save the template**
 - **Step 6: Add the report template to Reporter (right click reports). Note the template type:**
 - **all, group, single system**

HP Open View

Creating new metric lists & adding to existing MWA metric lists

The screenshot shows the HP Open View Reporter interface. A table of existing metric lists is visible in the background:

Metric List Name	Class	Points Every	Retain Days	Default Data Source
APPLICATION	APPLICATION	Hour	7	SCOPE

The 'Add a Metric List' dialog box is open, showing the following fields:

- Metric List Name: TEST LIST
- Copy From: [Empty]
- Class: GLOBAL
- Points Every: Hour
- Retain Days: [Empty]
- Default Data Source: Minute

The 'Candidate Metrics' list is expanded to show the following metrics for the system 'lparner2':

- GBL_AC
- GBL_AL
- GBL_CO
- GBL_CP
- GBL_CPU_INTERRUPT_TIM
- GBL_CPU_INTERRUPT_UTI
- GBL_CPU_SYS_MODE_TIMI
- GBL_CPU_SYS_MODE_UTIL
- GBL_CPU_TOTAL_TIME
- GBL_CPU_TOTAL_UTIL
- GBL_CPU_USER_MODE_TII
- GBL_CPU_USER_MODE_UTI

A callout arrow points from the text '? next slide' to the 'Candidate Metrics' list.



Unsummarized Data

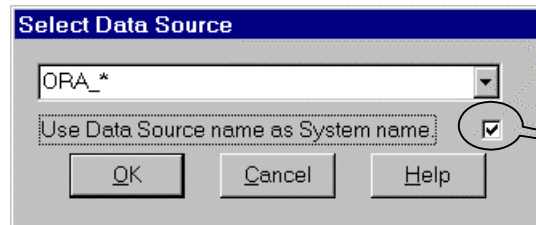
– *What is it and why?*

- **One of the current design limitations of the Data Source Integration feature of MeasureWare is its inability to accept more than one data point at the same date and time value. Most of the time this is not a problem, but it can be annoying when you want to record multiple instances. Suppose we had similar data from several data sources, same name, just different source, i.e disk metrics. Summarization would total the data for the same metric, for the same time instance.**



Proxy Data

- **When a data source from one system is mounted on another system's MeasureWare Agent, it is being proxied by the MeasureWare Agent. Normally data sources are identified with the system where the MeasureWare agent resides. It is often desirable to identify proxied data sources with the system that originally collected the data. This process is called deproxification.**

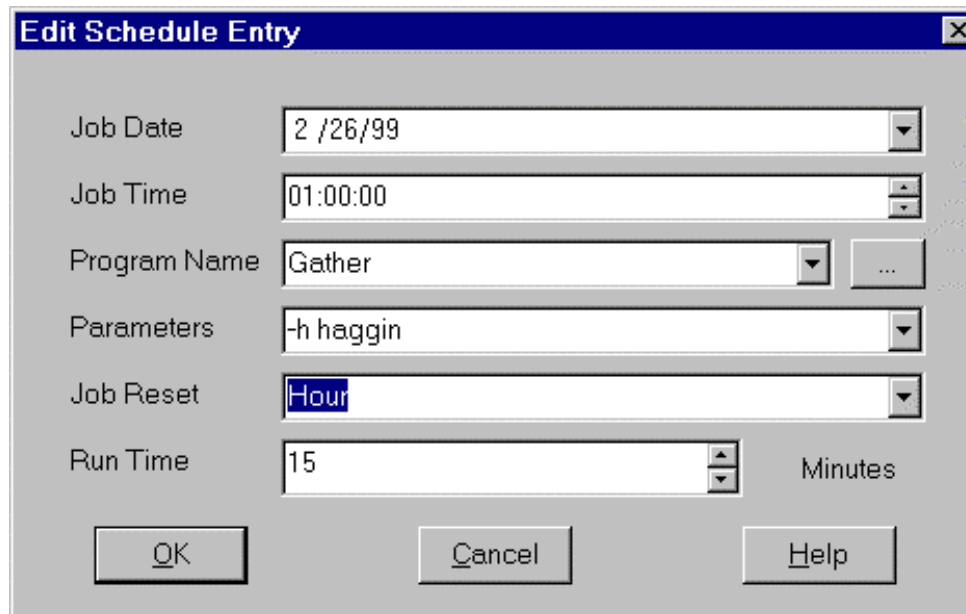


Proxy Flag

- **If the actual system name is required for reporting then it should be stored in the collected data.**

More Frequent Data Collections:

- By default, when the *gather* program pulls data from MeasureWare Agents, it will not gather data past the previous midnight.



Edit Schedule Entry

Job Date: 2 /26/99

Job Time: 01:00:00

Program Name: Gather

Parameters: -h haggin

Job Reset: Hour

Run Time: 15 Minutes

OK Cancel Help




Examples of Usage.....



HP OpenView

The Reporter - Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 **HP OpenView Service Reporter**

Reports for Group: CAD_CAM

Performance

- [Top CPU Busy Systems - 7x24](#)
- [Top CPU Busy Systems - Prime Hours 6AM to 6PM](#)
- [Top Disk Busy Systems - 7x24](#)
- [Top Disk Busy Systems - Prime Hours 6AM to 6PM](#)
- [Top Network Busy Systems - Prime Hours 6AM to 6PM](#)
- [Top Network Busy Systems - 7x24](#)
- [Top Memory Busy Systems - Prime Hours 6AM to 6PM](#)
- [Top Memory Busy Systems - 7x24](#)

Availability

- [System Up Time - 7x24](#)

Inventory

- [Discovered Systems](#)

Microsoft

Start My Computer Inbox - Micro... PhoneWin C:\WINNT\Pr... Exploring - C:\r... RE: DVSR we... The Report... 2:24 PM

The top graph displays data for only the top 25 systems. The individual graphs display data for all configured systems.



Technical Metric Definition:

GLOBAL_MEM_PAGE_REQUESTS

HP-UX, WinNT: The total time, in seconds, that the CPU was not idle in the interval.

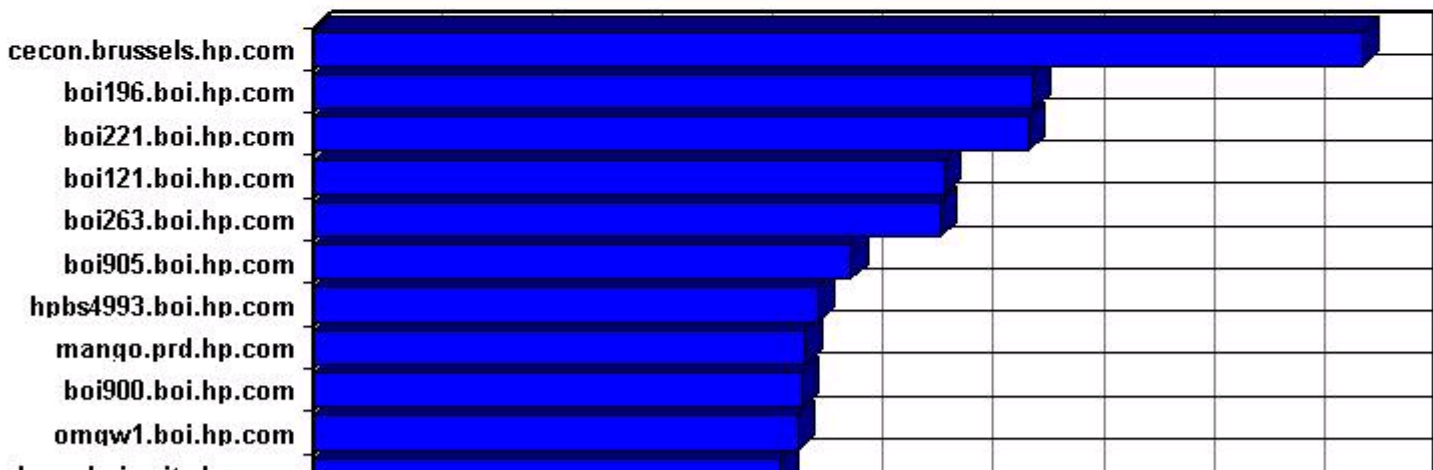
HP-UX:

This is calculated as

$$\begin{aligned}
 &GBL_CPU_TOTAL_TIME = \\
 &GBL_CPU_USER_MODE_TIME + \\
 &GBL_CPU_SYS_MODE_TIME
 \end{aligned}$$

On a system with multiple CPUs, this metric is normalized. That is, the CPU used over all processors is divided by the number of processors online. This represents the usage of the total processing capacity available.

Top 25 CPU Busy Systems



Possible Disk bottleneck: AMERIMTA1

hp HEWLETT PACKARD

Home

Resources Links

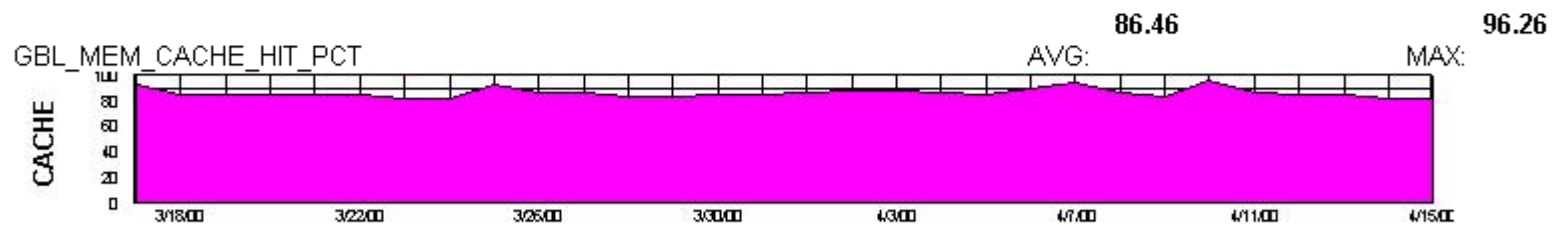
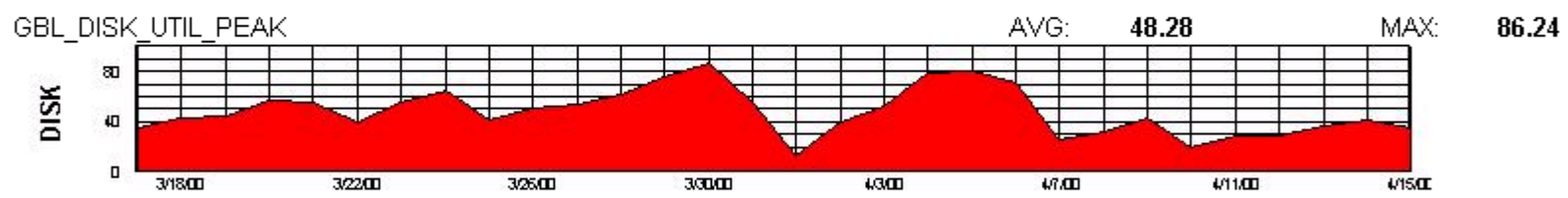
Performance Service Reporter PerView

Backups omniback II 3.0

The DISK graph uses the Measureware metric: GBL_DISK_UTIL_PEAK. This represents the utilization of the busiest disk during the interval. This utilization is the percentage of time during the interval that the busiest disk was performing IO transfers. It is not an average utilization over all the disk devices. A peak disk utilization of more than 50 percent often indicates a disk bottleneck situation. Slower disk devices show a higher utilization with lower IO rates than faster disks. Only local disks are counted in this measurement. NFS devices (and DUX devices on HPUX 9.0) are excluded.

The CACHE graph uses the Measureware metric: GBL_MEM_CACHE_HIT_PCT. This represents the percentage of buffered reads satisfied in the buffer cache (rather than going to disk) during the interval. This metric is obtained by measuring the number of buffered read calls that were satisfied by the data that was in the system buffer cache. Reads that are not in the buffer cache result in disk IO. Unbuffered IO and virtual memory IO (including memory mapped files), are not counted in this metric.

This set of graphs is shown, because the system under evaluation has a DISK utilization peak above 50% for 3 consecutive days, or 5 times in the past 30 days, and has an average memory CACHE hit greater than 95%.





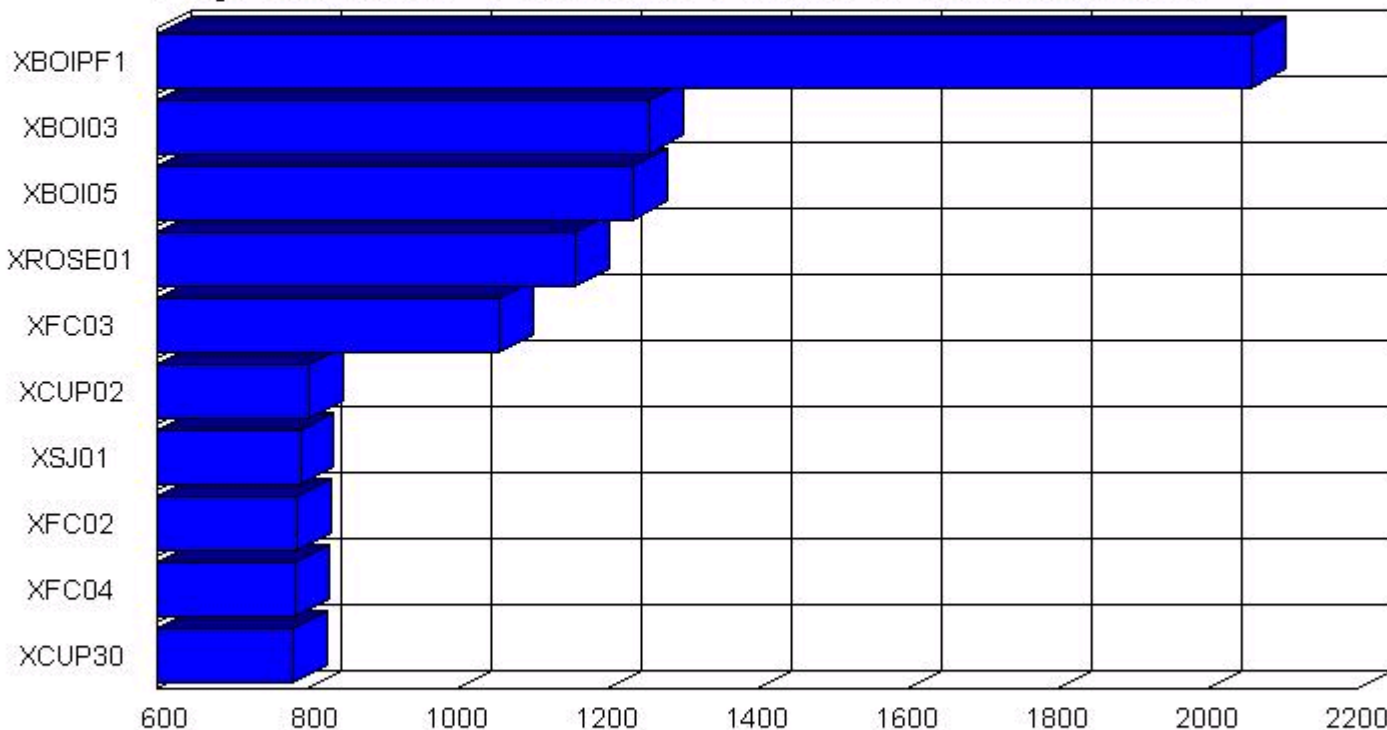
OpenView Service Reporter

MPT Application Usage

This report was prepared on 4/15/00, 4:27:12AM

This report shows data during the reporting interval of 4/10/00 - 4/15/00. The graphs are prepared using Hourly data.

Top 10 Max Outlook Client Connections



- Home
- Resources Links
- Performance Service Reporter PerfView
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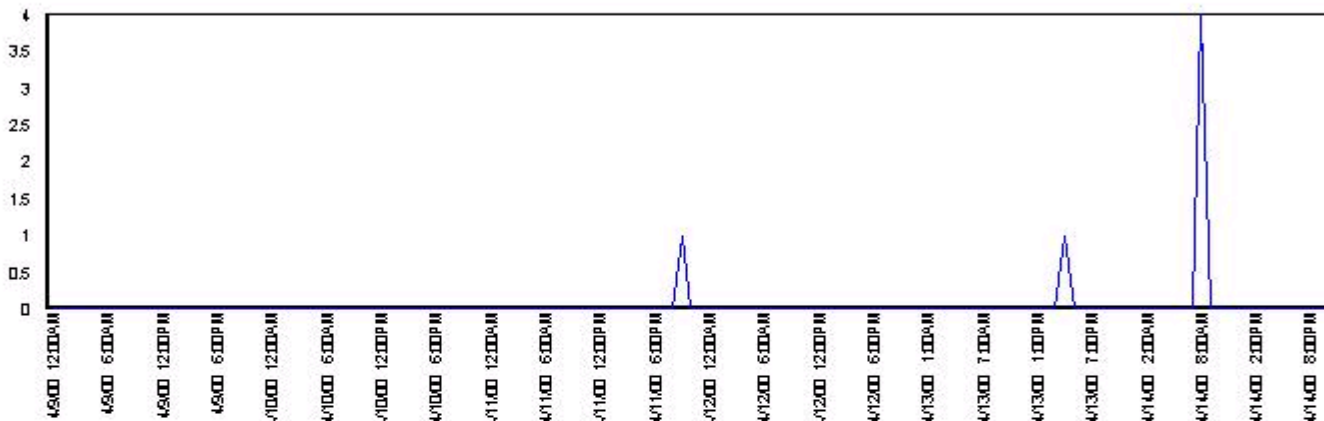




XATL01

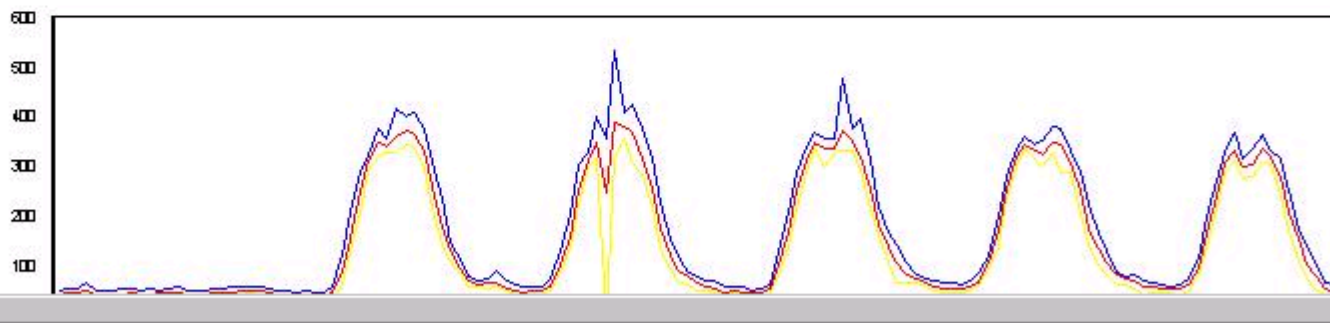
Outlook Web Access Connections

HTTP Service:Current Connections - MExchangeIS:IS Active User Count - Number of user connections that have shown some activity in the last 10 minutes.



Outlook Client Connections

MExchangeIS:IS Active User Count - Number of user connections that have shown some activity in the last 10 minutes.



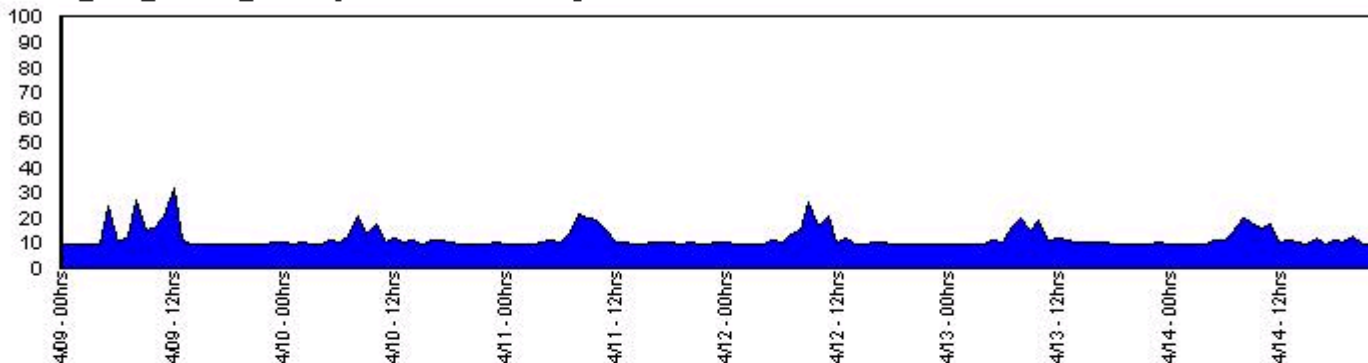
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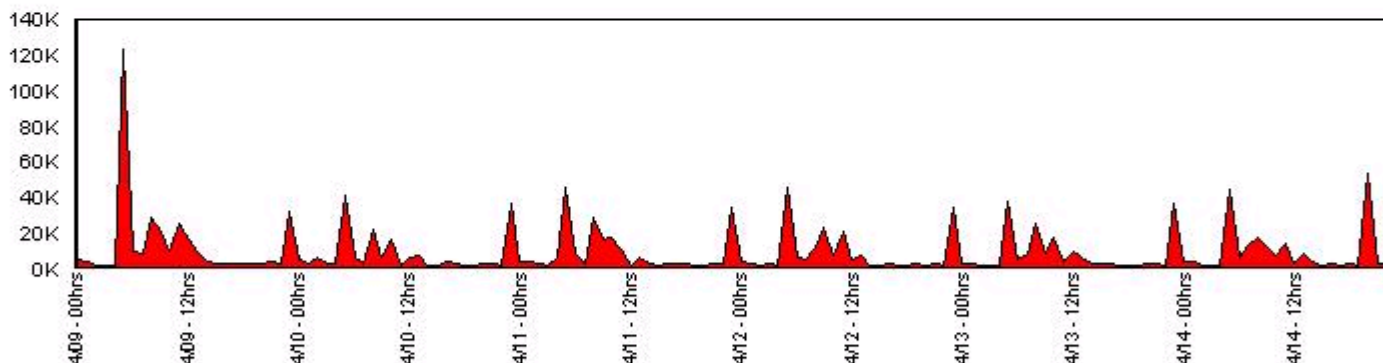
CPU Busy

This report shows the average CPU busy percent for the system during the reporting interval of 4/9/00 - 4/14/00. Some systems may have a higher busy percent but an overall lower total CPU cycles consumed if data is not available for that system for the entire reporting interval. CPU percentage is derived by dividing the GBL_CPU_TOTAL_TIME by the INTERVAL being measured.



Disk Busy

This report shows the total number of disk transfers during the reporting interval of 4/9/00 - 4/14/00. The scale is in Thousands (K) or Millions (M) of transfers.



Memory Busy

This report shows the memory page transfers during the reporting interval of 4/9/00 - 4/14/00. The graph shows the total number of pages, by Thousands (K) or Millions (M) of transfers.



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Future Directions

- **Support for additional databases.**
- **Support of new Measurement Engine (VP NT).**
- **Support for Windows 2000.**
- **Continued use as ‘defacto’ reporting engine.**
- **Service Availability from VP Service Reporter.**
- **Expanding data repository functionality and drill down (summary to detail).**



Questions ?



Service Reporter Architecture

