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About vFabric Hyperic Monitoring and Management

*vFabric Hyperic Monitoring and Management* describes how to use the VMware® vFabric™ Hyperic® and Hyperic HQ user interface, perform resource control actions, and process fired alerts.

**Intended Audience**

*vFabric Hyperic Monitoring and Management* is intended for operations personnel who monitor resources with Hyperic.
Use and Tailor the Hyperic Dashboard

These topics describe the Dashboard component of the VMware vFabric™ Hyperic® user interface.

- Introduction to the Hyperic Dashboard
- Auto-Discovery Portlet
- Availability Summary Portlet
- Control Actions Portlet
- Favorite Resources Portlet
- Group Alert Summary Portlet
- Metric Viewer Portlet
- Problem Resources Portlet
- Recent Alerts Portlet
- Saved Charts Portlet
- Summary Counts Portlet

Introduction to the Hyperic Dashboard

The Hyperic Dashboard is the first page displayed in the Hyperic user interface when you log on. The dashboard contains multiple portlets, each of which presents a particular type of information, such as resource health, recent alerts, recently discovered resource or changes to resources, recently performed resource control actions, and so on.

You can personalize the dashboard to suit your responsibilities and preferences; you can add or remove portlets, rearrange them, and customize the contents of many of the portlets.

In vFabric Hyperic, you can have multiple dashboards — one for each role to which you are assigned. For more information, see Using Multiple Dashboards in vFabric Hyperic.

Note also that in vFabric Hyperic, the roles you are assigned to govern what resource data appears in dashboard portlets. Portlets will contain only the resource data to which your Hyperic roles allows access.
## Portlet Quick Facts and Links

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<td>Problem Resources</td>
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<td>Problem Resources Portlet</td>
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**Tailor Dashboard**

You can customize the dashboard in these ways:

- **Add portlets** — At the bottom of each column of portlet, click **Add Content to this column** to list portlets you can add.
- **Remove portlets** — The top right corner of each portlet has a delete icon you can use to remove it from your Dashboard. If you remove a portlet, you can add it back later — removed portlets can be selected from the list that displays when you click **Add Content to this column**.
- **Change layout** — You move a portlet to a different location in a column by grabbing it by the bar at the top of it and dragging it to the desired location.
- **Change portlet behavior** — Most portlets have a gear-shaped icon in the bar at the top, which you can click to display a configuration dialog.

**Using Multiple Dashboards in vFabric Hyperic**

In vFabric Hyperic, you can:

- **Select a dashboard** — Select which dashboard to view using the **Select a Dashboard** pull-down in the upper left of the page. In addition to your personal dashboard, the list will contain the role-specific dashboard for each role to which you are assigned.
- Set a default dashboard — By default, your default dashboard is your personal dashboard. To change the default dashboard, select the desired dashboard, and click **Make Default** to the right of the **Select a Dashboard** pull-down — this control appears on a dashboard that is not currently your default dashboard.

**Auto-Discovery Portlet**

The **Auto-Discovery** portlet on the Hyperic Dashboard lists recently added or modified platforms and servers, and allows an authorized user to view discovery details, and to import the new or changed resource data to the Hyperic database.

By default, the **Auto-Discovery** portlet lists the (up to) five most recently new or changed platforms. To set the maximum number of platforms that can appear in the list, see **Configure the Number of Auto-Discoveries Displayed**.

A platform appears in the the **Auto-Discovery** portlet if it, or a server running on it, is new or changed. The rules are these:
- **The platform is new** — A platform appears as new in the portlet, if neither its IP address or FQDN match that of an existing platform in inventory. In this case, any new servers discovered on the platform appear below the platform in the portlet.
- **The platform has a new server** — A new server has been discovered on the platform since the last scan. The new server is listed below the platform.
- **Platform or server properties have changed** — One or more inventory properties for the platform, or for one or more of the servers running it, have changed since the last scan. Servers with changed properties are listed below the platform.

The image below shows the Auto-Discovery portlet after the agent was started for the first time on a platform.

The **Auto-Discovery** portlet presents the following information for each platform it contains:
- **Hostname** — The hostname of the platform is a link to a page — the **Auto-Discovery Results** page - that contains detailed information about the scan results for the platform and servers running there. See **Using the Auto-Discovery Results Page**.
- **Platform type** — The resource type for the platform.
• **Status** — Indicates the type of change that was detected for a resource, either "new" or "modified".

• **Changes** — If the **Status** for a resource is "modified", the **Changes** column contains a summary of what changed. For example:
  
  o "server set changed" — Applies to platforms; this value indicates that changes to one or more servers on the platform were detected. The changed server(s) are listed below the platform.
  
  o "name change" — Indicates that the name of the resource has changed; a resource name can change when a resource is upgraded from one version to another, if version number forms a portion of the resource name, as is often the case.
  
  o "install path changed" — Indicates that the installation path for a server has changed; the installation path for a resource can change when a resource is upgraded from one version to another, if version number forms a portion of the path, as is often the case.
  
  o "IP set changed" — Indicates that the IP address has changed. When the agent detects an IP address not associated with an existing platform in inventory, it checks for a platform with a matching FQDN - if found, Hyperic recognizes the platform as existing.
  
  o "FQDN changed"

• For each newly discovered or changed server on the platform:
  
  o Installation path —
  
  o **Status** — Indicates "new" or "modified"
  
  o **Changes** — If **Status** is "modified", the **Changes** column contains a summary of what changed.

---

**About Discovery and Import of Services**

The **Auto-Discovery Portlet** does not display new or changed services. Services are discovered during a run-time scan and are automatically added to Hyperic inventory. For more information, see **Resource Auto-Discovery Processes**.

---

**Import or Skip Resources in Auto-Discovery Portlet**

• You can process the contents of the **Auto-Discovery Portlet** in these ways:
  
  • To import all resources---leave all resources selected, and click **Add to Inventory**.
  
  • To skip all resources---leave all resources selected, and click **Skip Checked Resources**.
  
  • To import selected resources---Either:
    
    o De-select the resources you do not want to add to inventory, and click **Add to Inventory**, or

    o De-select the resources you do want to add to inventory and **Skip Checked Resources**.
About Skipped Resources
If you do not import a resource displayed in the Auto-Discovery portlet, note:

- If you skip a new platform, you skip its servers as well.
- During the next platform scan, skipped resources will reappear in the portlet after the next scan that detects them. If you have resources that you do not want the agent to discover, see the relevant section in Options for Running and Controlling Resource Discovery.

If the Hyperic Agent discovered all of the resource properties required to monitor a resource, it starts monitoring that resource as soon as you add it to inventory. This is the case for most resource types. Note however, that some level of configuration is required to start managing some resource types - see the Configuration Properties section on a resource's Inventory tab for configuration requirements.

Configure the Number of Auto-Discoveries Displayed
To set the number of completed auto-discoversaries displayed in the portlet, click the gear icon in the upper left corner of the portlet. On the Display Settings page, select "10" or "all", and click OK.

Availability Summary Portlet
The Availability Summary portlet presents the availability of selected resources by resource type. The portlet is empty until you configure the resources to include.

In the screenshot below, the portlet summarizes the available of 6 resources - five Linux platforms and one Win32 platform:

- One Linux platform is unavailable, the other four are available.
- The Win32 platform is available

Configure the Availability Summary Portlet
1. Click the gear icon in the upper right corner of the Availability Summary portlet. The HQ Dashboard Settings: Availability Summary page appears.
2. In the Description field, enter the title to appear at the top of the portlet.
3. In the **Display Range** pulldown, select the maximum number of resource types to list in the portlet.

4. If the Selected Resources section contains resources that you do not want to be included in the availability summary, checkmark them and click **Remove From List**.

5. Click Add to List to add resources to the portlet:


7. In the **Resources** column:
   a. Use the **View** filters to filter by inventory type, resource type, or both, as desired.
   b. Enter a substring in the **Filter by Name** field to filter by resource name, as desired.
   c. In the list of resources, checkmark desired resources, and click the right arrow between the columns to include them in the availability summary.
   d. If the **Add Resources** column contains resources you do not wish to include in the availability summary, checkmark those resources and click the left arrow between the panels.

8. Click **OK**.

### Control Actions Portlet

#### Learn About Control Actions
For information about control actions, see:

- [Resource Control in Hyperic](#)
- [Run Resource Control Actions](#)
- [Configure a Custom Control Action](#)

The **Control Actions** portlet displays information about recent control actions performed on resources over a configurable period of recent history.

- **Recent Control Actions** - This section lists the individual resource control action performed during the configured period, starting with the most recent. The following information is displayed for each resource:
  - Resource Name — Name of the resource.
  - Control Action — The control action that was performed.
  - Date/Time — When the action was performed
  - Message — Results of the control action.

- **Quick Control Frequency** - This section lists the resources upon which the most on-demand control actions have been performed during the configured interval. The following information is displayed for each resource:
  - Resource Name — Name of the resource.
  - # of Control Actions — How many control actions were performed during the interval.
  - Most Frequent Control Action - The control action that was most frequently performed.
Configure the Control Actions Portlet

To configure the amount of data in the **Control Actions** portlet:

1. Click the gear icon in the upper right corner of the **Control Actions** portlet. The HQ Dashboard Settings: Control Actions page appears.

2. Configure what appears in the **Recent Control Actions** section using the first row of filters:
   a. Check the box next **Control Action Range** if you want to list recent control actions in the portlet. (To stop the display of this data, uncheck it.)
   b. In the first drop-down list, select the maximum number of completed control actions to list.
   c. In the second drop-down list, select the time range from which to gather that data.
3. Configure what appears in the *Quick Control Frequency *section using the second row of filters:
   a. Check the box if you want to list the resources with the most on-demand control actions. (To stop the display of on-demand control-action data, uncheck it.)
   b. Select the maximum number of resources to list.
4. Click **OK**.

Favorite Resources Portlet

The **Favorite Resources** portlet lists the name, resource type, current availability, and total fired alerts for selected resources.

Select a Favorite Resource On the Fly

You can add a resource to **Favorite Resources** when you are viewing it in the **Resources** tab — click **Add to Dashboard Favorites** on the Tools menu.

Configure Favorite Resources on the Dashboard

1. Click the gear icon in the upper right corner of the **Favorite Resources** portlet. The HQ Dashboard Settings: Favorite Resources page appears.
2. If the **Selected Resources** section contains resources that you do not want to be included in the portlet, checkmark them and click **Remove From List**.
3. Click **Add to List** to add resources to the portlet:
   The Dashboard Settings: Favorite Resources: Add Resources page appears.
4. In the **Resources** column:
   a. Use the **View** filters to filter by inventory type, resource type, or both, as desired.
   b. Enter a substring in the **Filter by Name** field to filter by resource name, as desired.
   c. In the list of resources, checkmark desired resources, and click the right arrow between the columns to include them in the portlet.
5. If the **Add Resources** column contains resources you do not wish to include in the portlet, checkmark those resources and click the left arrow between the panels
6. Click **OK**.
Group Alert Summary Portlet

The Group Alerts Summary portlet displays traffic light indicators for resource alerts and group alerts for selected groups. Click on the traffic light for a group alert to view a list of alerts that have fired. Click on a group name to view the group page. This portlet does not present any groups until you add them to it.

Configure the Group Alerts Portlet

1. Click the gear icon in the upper right corner of the Group Alerts Summary portlet. The portlet refreshes.
   - The Available groups column lists compatible groups that have not been added to the portlet.
   - The Enabled groups column lists compatible groups that have been added to the portlet.
2. Change the content of the portlet by clicking a group, and using the appropriate arrow to move the group from one column to another.
3. Click save to save your changes.

Metric Viewer Portlet

The Metric Viewer portlet displays a selected metric for selected resources of the same resource type. The example below shows the current "Load Average 5 Minutes" metric for five Linux Platforms.
Configure the Metric Viewer Portlet

1. Click the gear icon in the upper right corner of the Metric Viewer portlet. The HQ Dashboard Settings: Metric Viewer page appears.

2. Specify the display settings for the portlet:
   - Description — This description shows up at the top of the portlet.
   - Display Range — The total number of resources to display in the portlet.
   - Resource Type — This selection filters both the set of resources that users can add to the portlet and the list of metrics available for selection.
   - Metric — The single metric that will be displayed for the user-selected set of resource in the portlet.
   - Sort Order — Determines whether the resources will be displayed in the portlet by descending or ascending metric value.

3. If the Selected Resources section contains resources that you do not want to be included in the portlet, checkmark them and click Remove From List.

4. Click Add to List to add resources to the portlet:
   The Dashboard Settings: Metric Viewer: Add/Remove Resources page appears.

5. In the Resources column:
   a. Enter a substring in the Filter by Name field to filter by resource name, as desired.
   b. In the list of resources, checkmark desired resources, and click the right arrow between the columns to include them in the portlet.

6. If the Add Resources column contains resources you do not wish to include in the portlet, checkmark those resources and click the left arrow between the panels

7. Click OK.

Problem Resources Portlet

The Problem Resources portlet on the HQ Dashboard lists resources that, over a configured period of recent history, have either had a fired alert, or an out-of-bounds metric. An out-of-bounds metric is a metric that had a value outside the "acceptable" range of values set by the baselining process.

**Note:** Tracking out-of-bounds metrics is a behavior that is configured globally, in the "Automatic Baseline Configuration Properties" section of the Administration > HQ Server Settings page. If tracking of OOB metrics is not enabled, OOB metrics will not cause a resource to appear in the Problem Resources portlet.

The following information is shown for each problem resource:
- Current availability of the resource.
- Number of alerts that have fired during the historical period.
- Number of out-of-bounds metrics reported during the historical period.

Resources are ordered by inventory type (platform, server, and service), and then by the date and time of problem occurrence, from most recent to least recent.
Configure the Problem Resources Portlet

You can use the HQ Dashboard Settings: Problem Resources page to limit the resources that are included in the Problem Resources portlet.

1. Click the gear icon in the upper right corner of the Problem Resources portlet.
2. The HQ Dashboard Settings: Problem Resources page appears.
3. To limit the resources that appear in the portlet:
   - Show Maximum of — Select maximum number of problem resources to list.
   - For the Last — Choose the period of history for which to show problem resources.
4. Click OK.

Recent Alerts Portlet

The Recent Alerts portlet presents a list of recently fired alerts. The following information is shown for each alert:

- **Date/Time** - When the alert fired. Click to view the Alert Detail page.
- **Alert Name** - Name of the alert definition.
- **Resource Name** - The resource where the alert fired.
- **Fixed** - Whether the alert has been marked "fixed".
- **Ack** - whether the alert has been acknowledged.

Configure the Recent Alerts Portlet

1. Click the gear icon in the upper right corner of the Recent Alerts portlet.
   The HQ Dashboard Settings: Recent Alerts page appears.

2. In the Display Settings section:
   - Description — (optional) Enter a description, if desired. The description will appear at the top of the portlet.
   - Alert Range — Select:
     - Maximum length of the alert list: 4, 10, 20 or 30.
     - The minimum priority of the alerts to include.
     - Timeframe of interest; choices range from 30 minutes to a month.
     - Resources of interest:
       - all resources - With this this setting, alerts (that meet the priority and timeframe criteria) on any resource can appear in the list.
       - selected resources - With this this setting, the alert list contains only resources listed in the Selected Resources section that meet the priority and timeframe criteria.
3. If desired, define a set of resources of interest in the Selected Resources section.
The content of the portlet will be limited to alerts that fired on resources in the **Selected Resources only** when the "all resources/selected resources" switch is set to "selected resources". The contents of the **Selected Resources** section is ignored when the "all resources/selected resources" switch is set to "selected resources".

5. In the **Resources** column:
   a. Use the **View** filters to filter by inventory type, resource type, or both, as desired.
   b. Enter a substring in the **Filter by Name** field to filter by resource name, as desired.
   c. In the list of resources, checkmark desired resources, and click the right arrow between the columns to include them in the portlet.
5. If the **Add Resources** column a contains resources that are not of interest, checkmark those resources and click the left arrow between the columns.
6. Click **OK**.

### Saved Charts Portlet

The **Saved Charts** portlet allows you to view charts of interest from the dashboard.

Charts are shown as a slideshow.

---

**Add Chart to Saved Charts Portlet**
- When you are viewing a chart, click **Save to Dashboard**.
Remove Chart from Saved Charts Portlet

- Click **Remove Chart** button on the chart.

Summary Counts Portlet

The **Summary Counts** portlet on the HQ Dashboard shows resource counts by inventory type, and if configured to do so, counts for selected resource types. (For information about inventory and resource types, see [Resources, Resource Types and Inventory Types](#)). By default, the **Summary Counts** portlet shows the total resources of each inventory type — Application, Platform, Server, Service, Compatible Group, and Mixed Group — as shown in the screenshot below.

Configure the Summary Counts Portlet

To tailor the content of the **Summary Counts** portlet:

1. Click the gear icon in the upper right corner of the portlet. The HQ Dashboard Settings: Summary Counts page appears.
2. To exclude the count for a particular inventory type, (for instance, Applications) uncheck the "Show Total of All ..." checkbox for the inventory type.
3. To show the count of resources of particular resource types, (for instance, WebLogic Admin 8.1 and MySQL 5.x), check the box next those resource types.
4. Click **OK**.

The screenshot below shows the **Summary Counts** portlet configured to exclude the count of applications, and to include counts for two server types: WebLogic Admin 8.1 and MySQL 5.x
Monitor Resources in the Resource Tab

These topics describe how to use the Resources tab component of the VMware vFabric™ Hyperic® user interface.

- Browsing to Resources
- Indicators Minitab
- Metric Data Minitab
- Resources Minitab
- Metric Display Range
- Charting Metric Data
- Read a Full Page Chart
- Tools Menu
- Map Control
- Metric Extrapolation View for Groups

Browsing to Resources

The first time you display the Resources > Browse page during a session, it lists the platforms in inventory, and the type, description, and current availability for each. See the screenshot below for an example. To list resources of another inventory type, click the link for that type — Servers, Services, Compatible Groups/Clusters, Mixed Groups, or Applications — above the resource list.

List Resources by Resource Type

After you select an inventory type to list, a resource type selector list appears. The pulldown label depends on the currently selected inventory type, for example, All Platform Types, All Server Types, and so on. For example, in when screenshot below, the Platforms inventory type is selected, so a Platform Types pulldown is present. Select a platform type from the list to list only resources of that type.

If the currently selected inventory level is Servers or Services, a pulldown list of resource types of the selected inventory type is present. Select a resource type from the list to list only resources of that type.
If the currently selected inventory level is **Compatible Groups/Clusters**, a pulldown list labelled "Group Type" will appear. The list will contain resource types. If there is at least one compatible group of a resource type, that type will appear in the pulldown. Select a resource type from the list to list only groups that contain that type.

If the currently selected inventory level is **Mixed Groups**, a pulldown list labelled "Group Type" will appear. (See the pulldown to the right of the “Platform Types” list in the screenshot in [List Resources by Resource Type](#)). The entries in the list depend on the mixed groups configured in your environment. Select a group type from the list to list only groups of that composition. Depending on your deployment, the list may include:

- Mixed Group - Platforms, Servers and Services
- Mixed Group - Groups
- Mixed Group - Applications

**Filter Platforms, Servers, and Services by Group**

When the currently selected inventory level is **Platforms, Servers** or **Services**, a pulldown list of groups appears. It lists both compatible and mixed groups to which you have access. To list the platforms, servers, or services that are members of a particular group, select the group from the **All Groups** pulldown.

**Filter Resources by Name, Owner, and Availability**

You can apply additional filters the list of resources currently displayed.

1. To filter by resource name, enter an alphanumeric string that matches all or a portion of resource name.
2. Click the **Unavailable** box to filter the current list of resources to include only resources that are currently unavailable.
3. Click the **Owned by UserName** box to filter to include only resources
4. Click the green control to the right of the filter options to apply the filters.
Indicators Minitab

The Indicators minitab contains a chart for each indicator metric for the currently selected resource.

Availability Bar and Timeslices

The bars across the top and bottom of the tab — labelled "D" and "G" in the screenshot in the Overview of Indicators Minitab section — contain grey dots, each of which corresponds to a timeslice. The length of the timeslices depends upon the currently selected Metric Display Range — if the display range is 8 hours, each timeslice is 8 minutes. If the display range is 4 hours, each timeslice is 4 minutes. The color of the dot for a timeslice indicates the availability of the resource during that timeslice. If the timeslice is longer than the collection interval for the metric, the availability shown for the timeslice is based on the multiple data points collected during the timeslice.

- Green — indicates 100% availability during timeslice — each time that availability was reported during the interval, the resource was available.
• **Orange** — indicates availability greater than 0% and less than 100% — during the interval, the availability of the resource was reported to be unavailable data point during the interval was the resource was available.

• **Red** — indicates 0% availability during timeslice — each time that availability was reported during the interval, the resource was not available.

The average availability over the display range is shown to the right of the availability bar.

Click an availability indicator to display the start time of the timeslice, and a vertical bar to help you view the state of each metric during the timeslice.

**Metric Charts in the Indicators Minitab**

The **Indicators** page displays a chart of each of the resource's indicator metrics. (This portion of the page is labeled "E") in the screenshot in the **Overview of Indicators Minitab** section.---The values labeled **LOW**, **AVG**, and **PEAK** are the lowest, average, and highest values collected during the metric display range.

The indicators are displayed as column charts: the area of each column indicates the value range (the high and low values) of the metric. The average value of the metric is indicated by the cross in the column. The charts are stacked vertically so that their X-axis (time) values line up. This works in conjunction with the vertical highlight from the availability and timeline bars to analyze the metric data across multiple metrics for a specific time. This is useful when trying to diagnose a problem at a specific time by correlating relevant metric values. Arrangements of charts for selected metrics can be saved as a "view" so that users can easily always compare the same metric data and therefore understand the interaction between different resources.

• To change the display order of the charts, click the up and down arrow controls at the upper-right-hand corner of each chart.

• To remove a chart from display, click the red X icon at the upper-right-hand corner of the chart.

• To save the set of displayed charts and their order, either
  - Update the current view: Select "Update <current-view name>" in **View** and click the icon.
  - Create a new view: Select "Create New View" in **View**, type a view name, and click icon.png.

• To delete the current view: Select "Delete View" in **View** and click icon.png!

• To display another view: Select "Go to View" in **View** and select one of the views.

**Event Icons and Popups**

A purple circular icon over a timeslice in the bar at the bottom of the **Indicators** pane indicates an event was logged occurred during that timeslice. Click an event icon to display details in a popup.
Resources Minitab
For information about the Resources minitab on the left side of the page, see Resources Minitab.

Metric Data Minitab
The Metric Data minitab, available when an individual resource, or a group of resources of the same type are selected, is a tabular summary of the measurements collected during the currently selected metric display range.

By default, the Metric Data minitab displays only metrics for which measurements exist during the metric display range. To list all metrics supported for the resource, click the control next to Show All Metrics at the top of the Metric Data minitab.

When all supported metrics for a resource are listed, a Hide Metrics Without Data control replaces the Show All Metrics control - click the the control next to it to toggle the display.

The columns in the Metric Data minitab vary, depending on whether an individual resource or a group of resources is selected, as described in the subsections below.

Metric Data Minitab for a Single Resource
The Metric Data minitab displays the following data for each metric that is enabled for one or more members of a compatible, over the current metric display range:

- **Alerts** — Number of times a collected metric value triggered an alert.
- **OOB** — Number of times the metric was out-of-bounds.
- **LOW** — Lowest value collected.
- **AVG** — Average of values collected.
- **PEAK** — Highest value collected.
- **LAST** — Last collected value.
- **Collection Interval** — Frequency of metric collection. "NONE" indicates that data is not being collected.

Metric Data Minitab for an Autogroup or Compatible Group
The Metric Data minitab displays the following data for each metric that is enabled for one or more members of a group of resources of the same type — an autogroup or a compatible group.

- **Number Coll** — Number of data points collected across all group members for which the metric is enabled.
- **Alerts** — Number of times a collected metric value triggered an alert.
- **OOB** — Number of times the metric was out-of-bounds across all group members.
- **LOW** — Lowest value collected across all group members.
- **AVG** — Average of values collected across all group members.
- **PEAK** — Highest value collected across all group members.
- **SUM** — Sum of all values collected, not for a metric whose unit is percentage.
- **Collection Interval** — Frequency of metric collection.
  - "NONE" — indicates that data is not being collected.
  - "VARIES" — Indicates that the collection interval varies among members of the group.
- **Member health data** — (For compatible groups only, not autogroups) The lower portion of the Metric Data minitab for a compatible group lists the resources in the group, the current availability of each, and in the rightmost column, an icon that links to the Alerts page for the resource.

**Compare Metrics for Resources in a Compatible Group**

Check the member resources in "Current Health of group's <group name> resources collecting metrics" and click **Compare Metrics of Selected** at the bottom of the page, and proceed to the "Compare Metrics" screen.

**View Metric Details and Metadata**

To display metric data for a single resource in a separate window, click the log at the right end of metric data for the resource.

**Set Page Refresh Frequency**

To change the frequency with which the page refreshes, click a refresh value or **OFF**, in the **Metric Refresh** section in the upper right of the minitab.

**Tailor Metric Collection Settings for the Resource**

You can tailor the metric collection settings for the resource on the **Metric Data** minitab.

---

**Resource-Level Metric Collection Settings can Be Overwritten**

The default metric collection settings for a resource are specified on the **Administration > Monitoring Defaults** page for the associated resource type. You can alter the metric collection interval for a specific resource on its **Metric Data** minitab — note however that subsequent updates to the monitoring defaults for the resource type will overwrite any modifications to collection intervals made for a specific resource. For information about setting metric collection options for all resources of the same resource type, see the **Tailor Metric Collection for a Resource Type** page of vFabric Hyperic Administration.

---

**Modifying Metric Collection for a Group**

Changes to make to metric collection settings for a group will apply to all members of that group.
Disable Collection of a Metric

5. Place a checkmark next to each metric you wish to disable.
6. Click Disable Collection at the bottom of the minitab.

Note: If the currently selected resource is a compatible group, collection of the metric is disabled for all resources in the group.

Enable Collection of a Metric

1. Click the arrow to the right of Show All Metrics at the top of the minitab.
   All metrics, including currently disabled metrics, will be listed.
2. Place a checkmark next to each metric you wish to enable.
3. To specify the frequency of metric collection:
   a. Enter an integer value in the Collection Interval for Selected field.
   b. Select "Minutes" or "Hours" from the pull-down list.
   c. Click the arrow to the right of the "Minutes/Hours" pull-down list.

Note: If the currently selected resource is a compatible group, collection of the metric is enabled for all resources in the group.

Set Collection Interval for a Metric

1. If the Metric Data minitab currently display all metrics for the resource, including disabled metrics, click Hide Metrics Without Data.
2. Place a checkmark next to the metric whose collection interval you wish to modify.
   You can checkmark more than one metric if you want to set the same collection interval for each of them.
3. To specify the frequency of metric collection:
   a. Enter an integer value in the Collection Interval for Selected field.
   b. Select "Minutes" or "Hours" from the pull-down list.
   c. Click the arrow to the right of the "Minutes/Hours" pull-down list.

Configure Metric Baselines

You can use the Set Baselines control at the bottom of the Metric Data minitab to reset the baseline, acceptable high, and acceptable low values for a metric. For more information, Baselines and Configure Metric Baselines.
Resources Minitab

The **Resources** minitab for a resource in the Resource Hub lists the resources with which the current resource has a parent or child relationship, as shown in the screenshot below.

### Resource Lists in the Resources Minitab

<table>
<thead>
<tr>
<th>For a...</th>
<th>the Resource minitab lists these related resources...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Platform Services Health</strong> --- List of platform services running on the platform</td>
</tr>
<tr>
<td></td>
<td>• <strong>Deployed Servers Health</strong> — List of servers running on the platform. If more than one service or server of the same type runs on a host, they are presented as a single item in the appropriate list - an autogroup - whose name is the resource type.</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Services</strong> --- List of services running in the server. If more than one service runs on a server, they are presented as a single item - an autogroup - whose name is the resource type.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Host Platform</strong> --- Platform where the server runs.</td>
</tr>
<tr>
<td><strong>Service</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Host Server</strong> --- Server where the service runs.</td>
</tr>
<tr>
<td><strong>Compatible Group</strong></td>
<td><strong>Group Members</strong> --- List of resources in the group, and either:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Host Platforms</strong> --- If the compatible group contains servers, this section lists each platform upon which one or more group member runs.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Host Servers</strong> --- If the compatible group contains services, this section lists each server upon which a group member runs.</td>
</tr>
<tr>
<td><strong>Applications</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>Services</strong> --- List of the services that the server comprises. If the application contains more than one service of the same type, they are presented as a single item in the <strong>Services</strong> list - an autogroup - whose name is the resource type.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Host Servers</strong> --- Lists each server upon which a service in the applications runs.</td>
</tr>
</tbody>
</table>
**Availability Icons in the Resources Minitab**

The color of the icon in the **Availability** column indicates the current availability status of the resource, or the resource group.

<table>
<thead>
<tr>
<th>Availability Icon Color</th>
<th>Availability Icon</th>
<th>State</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Green                   | ![Green Icon]     | Up                 | For an individual resource, indicates that its availability status is "up".
                                                                                                                                  For a group, indicates that none of the group members has availability status of "down".  |
| Yellow                  | ![Yellow Icon]    | Warn               | This state is valid for a group only. It indicates that (1) one or more group members, but not all members, have the availability state of "down", and (2) the remaining members have status "green". |
| Blue                    | ![Blue Icon]      | Maintenance/Paused | This icon appears only for a VM or a group of VMs.
                                                                                                                                  For an individual VM indicates it is paused.
                                                                                                                                  For a group, indicates that all VMs in the group are paused. |
| Red                     | ![Red Icon]       | Down               | For an individual resource, indicates that its availability status is "down".
                                                                                                                                  For a group, indicates that all members of the group have either availability status "red" or "unknown". |
| Grey                    | ![Grey Icon]      | Unknown            | For an individual resource, indicates that its availability is unknown.
                                                                                                                                  For a group, indicates that the availability of at least one of the members is unknown. |
| Blue                    | ![Blue Icon]      | Suspended/Powered Off | This icon appears only for a VM or a group of VMs.
                                                                                                                                  For a single VM indicates it is suspended or powered off.
                                                                                                                                  For a group of VMs, indicates that all VMs in the group are suspended or powered down. |
Availability Details in the Resources Minitab

Hover over the callout icon for more information about the resource. The information displayed in the popup varies by resource type.

<table>
<thead>
<tr>
<th>For a...</th>
<th>the popup contains</th>
<th>Example</th>
</tr>
</thead>
</table>
| Platform, Platform Service, Server, or Service | • Inventory level and resource type of the resource.  
• Last known throughput metric value for the resource. | ![Example](image) |
| Autogroup | • Inventory level and resource type of the resource.  
• Breakdown of resources availability by availability status | ![Example](image) |
| Compatible Group | • Resource type for the resources in the group  
• Last known throughput metric value for the group.  
• Go to Resources link — Click to expand the group and see a list of its members. | ![Example](image) |

Metric Summaries in the Resources Minitab

When the **Indicators** minitab is selected, you can use the controls in the **Resources** minitab on the left side of the page to display information about metrics collected for the current resource and resources directly related to it.

You checkmark one or more of the resources listed in the **Resources** minitab, and then choose All Metrics or Problem Metrics to display all available metrics, or only those with measurements that were out-of-bounds or fired alerts during the metric display range. When you click View Metrics the metrics that meet your are listed.
For example, in the screenshot below, the **Resources** minitab lists all of the metrics collected for the current platform, and all of the metrics collected for a Tomcat server running on the platform. The **OOB** and **Alerts** columns for a metric show how many times the metric was out-of-bounds or fired an alert.

![Screen shot of Resources Minitab](image)

**View Metric Data for Related Resources in the Resources Minitab**

1. Checkmark the box next to each resource for which you wish to display metrics.

2. Filter metrics as desired:
   - **Problem Metrics** — Only metrics whose values are outside the expected range established via the baselining process will be listed. For each metric, the portlet displays two counts: the number of the selected resources that have "OOB" values for the metric, and the number of "Alerts" that the metric value has triggered.
   - **All Metrics** — The indicator metrics for selected resources will be listed regardless of whether they are out of bounds.

3. Click **View Metrics**.
Use Controls and Popup Options in the Resources Minitab

When you use the View Metrics option described in the previous section to list metrics, two controls are available for each metric, to the right of the Alerts column.

1. Hover over the callout icon next to a metric to display a popup menu of options.
   - Click Chart Metric in Indicators to add a chart for the metric to the chart pane to the right.
   - Click View Full Chart to view a full page chart for the metric.
   - Click Metric Data to display the Metric Details and Metadata for the metric in a new window.

Filter Metrics by Category and Value Type

When the Metric Data minitab is active, rather than the Indicators minitab, the Resources minitab provides filtering options.

1. Uncheck a metric category — Availability, Throughput, Utilization, or Performance — to exclude metrics of that type from the list of metrics.
2. Value Type - Uncheck a value type - Dynamic, Trends Up, Trends Down, or Static — to exclude metrics with that value type from the list of metrics.
3. Click the green arrow control to filter the list.

Metric Display Range

By default, the last 8 hours of history are presented on the Indicators page and other views in the Monitor tab. There are two ways to change the display range.

Select a Number of Minutes, Hours, or Days

Use the pulldowns in the Metric Display Range section of the page to select a numeric value (available choices range from 4 to 120) and a unit of time (minutes, hours or days), and click the green right-arrow to refresh the page.

Advanced Settings for Metric Display Range

For more control over the display range, click Advanced Settings in the Metric Display Range section of the page. On the popup that appears, either:

- Click Last, enter a number, and select a unit of time (minutes, hours or days) and click REDRAW, or
- Click Within a Date Range, and use the pulldowns and fields to designate the start and end of the desired display interval, and click REDRAW.

After the page is redrawn, the Metric Display Range section shows the currently selected range. You can use the Show Last 8 Hours to return to the default display range, or Edit Range to display the Advanced Settings popup and choose a different display range.
Charting Metric Data

A metric chart is a graphical representation of the metric data that Hyperic HQ collects for each resource. Each resource type supports a different set of metric data, so charts vary by resource type also. Charts can help you see trends in resource behavior, which can in turn be helpful for capacity planning, cost analysis, and other operational decision-making.

HQ displays all full-page metric charts on the "Metric Chart" page, where you can adjust how the metric is displayed. (Indicator charts are more minimally displayed on the "Current Health" screen.) Consult the help for those screens for the nitty gritty about viewing and interpreting charts.

Chart Types - What They Are and How to View Them

There are three kinds of charts, and each gives you a different perspective on resource health. For any chart, you have to select the metrics to be charted: this selection occurs on the "Current Health" screen for the resource (or for the parent group if looking at multiple resources), on the MONITOR tab, on the METRIC DATA tab, which lists all the metrics collected for the resource being viewed. The chart of the selected metric(s) is displayed on the "Metric Chart" screen.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Metric Single Resource</td>
<td>This chart shows a single metric for a single resource.</td>
</tr>
<tr>
<td></td>
<td><strong>To chart a single metric:</strong></td>
</tr>
<tr>
<td></td>
<td>- On the METRIC DATA tab, click the name of the metric or next to the metric whose chart you want to see.</td>
</tr>
<tr>
<td></td>
<td>- Another way to view the chart page for a metric for a single resource is from the INDICATORS tab on the monitor visibility pages. If an indicator chart represents a metric for a single resource, clicking on its name will also display the full chart page for that metric and resource.</td>
</tr>
<tr>
<td>Multiple Metrics Single Resource</td>
<td>This chart shows up to a maximum of ten metrics simultaneously for a single resource, which is handy for getting an overall sense of the resource's health.</td>
</tr>
<tr>
<td></td>
<td><strong>To chart multiple metrics for a single resource:</strong></td>
</tr>
<tr>
<td></td>
<td>- On the METRIC DATA tab, check the names of the metrics you want to chart and click CHART SELECTED METRICS.</td>
</tr>
<tr>
<td></td>
<td>- The INDICATORS tab also displays multiple metrics for a single resource. See the help for the &quot;Current Health&quot; screen for an explanation.</td>
</tr>
</tbody>
</table>
This chart shows a single metric for a maximum of ten resources, which allows you to compare the behavior of different resources. The resources must be members of a single compatible group or of a single autogroup.

- **To chart a single metric for multiple resources of a compatible group:**
  a. On the **Metric Data** tab, click the name of the metric or next to the metric whose chart you want to see. A full-page chart is displayed with data from the first 10 resources listed on the **Metric Data** tab.
  b. To change the set of resources displayed in the chart, on the **Metric Chart** screen, check or uncheck the desired resources in "Participating Resources" and click **Redraw selected on chart**. The chart will be refreshed to reflect metric data from the new set of resources.

- **To chart a metric for multiple members of an autogroup:**
  a. Navigate to the parent resource that contains the autogroup.
  b. From the parent resource's "Current Health" screen, click the subtype. The "Current Health" screen for the autogroup of that subtype is displayed.
  c. On the **Metric Data** tab, click the name of the metric or next to the metric whose chart you want to see.

**To view the chart for an indicator metric:**

- Instead of the **Metric Data** tab, on the **Indicators** tab, click the name of the indicator metric above the chart. A full-page chart is displayed.

**How a Chart is Constructed**

A metric chart by default displays only the measured metric data values over a user-selected time frame. You can also chart peak (highest observed), lowest and highest acceptable, and average values, and you can change the time frame that the chart covers. If you are charting a single metric for a single resource, you can also establish and chart baseline values. Depending on the display range over which you are charting the metric data and whether the metric data is cumulative (for example, throughput), the values may be averaged over time.

For more information about reading a chart, read the help for the "Metric Chart" page.
Read a Full Page Chart

Contents of a Full Page Chart

Observed Measurements

Each bar on a chart represents a timeslice that is 1/60 of the selected metric display range. A chart can plot a maximum of 60 points. The value of the Y-axis at the top of the bar is the observed metric value for that timeslice. What the value represents varies by the nature of the metric:

- **Static** — For a static metric, one whose value does not vary over time (for instance a timestamp), the plotted value corresponds to a single measurement.

- **Dynamic** — For a dynamic metric, one whose value may go up or down over time:
  
  - The plotted point is the average of the values collected over the timeslice that ended at the time shown for the bar in the X-axis. The length of time over which the value was averaged depends on the current metric display range. For a display range of eight hours, each charted point represents the average of the preceding eight-minute period (8 hours / 60 time slices along the X-axis = 8 minutes). If the metric is collected every 60 seconds, and the chart’s display range is 60 minutes, each of the 60 plotted points on the graph represents the single, observed value for the metric at a single point in time.

  - The I-bar superimposed on the vertical bar shows the range of values collected during the timeslice.

- **Trends Up and Trends Down** — For a cumulative metric, one whose values either always increases or decreases, (such as bytes served, uptime, minimum response time), the plotted point is the maximum (or minimum) value for the time slice. The value shown for a metric that for trends up or down metrics is not the average over the timeslice.
More About Timeslices
Charts are divided into a maximum of 60 slices, where each slice represents the same amount of time, over any display range the user chooses. For example:

- If the charted metric's collection interval is 5 minutes and the selected metric display range is one hour, during which the metric value was collected 12 times, the chart will contain 12 time slices, and each slice will represent a single observed metric value.
- If the metric display range is 5 hours, during which the metric value was collected 60 times, the chart will display 60 time slices, each will represent a single observed metric value.
- If the selected display range is 10 hours long, during which the metric value was collected 120 times, the chart will display 60 timeslices—the maximum—and each bar will summarize the 2 data points collected during the timeslice. For dynamic metrics, data points are averaged. For trends up or down metrics the highest/lowest value is plotted.

Peak, Average, and Low Values
By default, three colored horizontal lines appear on a metric chart that show the peak (pink), average (green) and low (blue) values collected for the metric for duration plotted.

Baseline and Acceptable High and Low Values
In vFabric Hyperic, this additional information may appear on a chart:

- **Baseline** — The baseline value for the metric is shown as a tan horizontal line.
- **Low Range** — A pink horizontal bar appears across the chart, between the low range value and the maximum value shown on the chart's Y-axis.
- **High Range** — A green horizontal bar appears across the chart, between the high range value and the minimum value shown on the chart's Y-axis.

Learn About Baselines
See Baselines and **Configure Metric Baselines**.

Participating Resources
This section lists the resource and its metrics or the resources (if you are charting metrics for a group) that are plotted in the chart. Users can change the individual resource's metrics or the set of group member resources that are included in the chart.

Metric Baseline and Expected Range
This section allows the user to view and change the values current calculated or set for the metric baseline and the acceptable range of metric values (outside of which observed metric values will be considered out-of-bounds (OOB). This section is available only when a single metric is charted.
Filter Chart Data
The chart legend allows users to select types of data to include in the chart:

- Actual: The observed metric value at any point in time
- Peak: The highest observed metric value (this will be a horizontal line)
- Average: The average of observed metric values across the entire graph (this will be a horizontal line)
- Low: The lowest observed metric value (this will be a horizontal line)
- Low Range: The user-specific lowest acceptable metric value (this will be a horizontal line)
- High Range: The user-specific highest acceptable metric value (this will be a horizontal line)
- Baseline: The HQ- or user-set baseline value (this will be a horizontal line)
- Control Actions: Indicates on the chart when control actions were performed on the resource (to help correlate the actions with changes in performance)

Change Metric Display Range
- At the bottom right of the "Metric Chart" section, either:
  - To move forward or back eight hours, click the back-arrow or the forward-arrow, respectively. The new display range is indicated.
  - For a specific date/time range:
    i. Click Edit Range.
    ii. For a range counting back from the current time: Select a length of time.
    iii. For a date/time range: Select a date/time range.
    iv. Click Redraw.
    The metric charts on the screen automatically refresh to reflect the new display range. This display range value applies to all resource-monitoring screens.

Save Chart to Dashboard
- At the top of the page, click Save Chart to My Dashboard, to add the chart to the "Saved Charts" portlet in the dashboard.

  If you have edit permissions for multiple dashboards, the Tools menu will instead have an Save Chart to Dashboards option. Select the option to view a list of dashboards for which you have edit permissions. You can select one or more dashboards, and click Add to add the chart to those dashboards.

Save the Chart in CSV Format
- At the top of the page, click Export to CSV.
The **Tools** menu that appears on every page in the **Browse** tab in the HQ user interface contains commands you can perform on the currently selected resource type. The commands available vary depending on whether the current resource is a platform, a server, a service, and so on. Most of the commands on the **Tools** menu relate to managing resource inventory: creating, configuring, and deleting resource; for platforms you can enable and disable alert definitions; for compatible groups, you can schedule downtime - a period during which alerts on resources on the platform of the servers and services that run in it will not fire.

The commands that appear in the **Tools** menu vary depending on whether you are viewing a particular platform, server, service, group, application, or a list of resources on the **Resources > Browse** page.

Most of the commands on the **Tools** menu relate to managing resource inventory: creating, configuring, and deleting resources. The **Tools** menu for a platform also has options for enabling or disabling alerts on the platform; the menu for a compatible group has an option for scheduling maintenance downtime - a period during which alerts on resources on the platform and its dependent resources will not fire.

The following table lists the commands on the **Tools** menu for each inventory type.

<table>
<thead>
<tr>
<th>Inventory Type</th>
<th>Tools Menu Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform</td>
<td>Configure Platform</td>
</tr>
<tr>
<td></td>
<td>Clone Platform</td>
</tr>
<tr>
<td></td>
<td>Delete Platform</td>
</tr>
<tr>
<td></td>
<td>New Server</td>
</tr>
<tr>
<td></td>
<td>New Platform Service</td>
</tr>
<tr>
<td></td>
<td>New Auto-Discovery</td>
</tr>
<tr>
<td></td>
<td>Enable All Alerts On This Agent</td>
</tr>
<tr>
<td></td>
<td>Disable All Alerts On This Agent</td>
</tr>
<tr>
<td></td>
<td>Add to Dashboard Favorites</td>
</tr>
<tr>
<td></td>
<td>Add to Group</td>
</tr>
<tr>
<td></td>
<td>Configure Platform</td>
</tr>
<tr>
<td></td>
<td>Clone Platform</td>
</tr>
<tr>
<td></td>
<td>Delete Platform</td>
</tr>
<tr>
<td></td>
<td>New Server</td>
</tr>
<tr>
<td></td>
<td>New Platform Service</td>
</tr>
<tr>
<td></td>
<td>New Auto-Discovery</td>
</tr>
<tr>
<td></td>
<td>Enable All Alerts On This Agent</td>
</tr>
<tr>
<td></td>
<td>Disable All Alerts On This Agent</td>
</tr>
<tr>
<td></td>
<td>Add to Dashboard Favorites</td>
</tr>
<tr>
<td></td>
<td>Add to Group</td>
</tr>
</tbody>
</table>
| Server | • Configure Server  
|        | • Delete Server  
|        | • New Service  
|        | • Add to Dashboard Favorites  
|        | • Add to Group  |
| Service | • Configure Service  
|        | • Delete Service  
|        | • Add to Dashboard Favorites  
|        | • Add to Group  |
| Group  | • New Group  
|        | • Delete Group  
|        | • Add to Dashboard Favorites  
|        | • Add to Group  
|        | • Schedule Downtime  |
| Application | • Delete Application  
|         | • Add to Dashboard Favorites  
|         | • Add to Group  |

none

If no resource is selected, for instance on the Resources > Browse > Platforms > All Platforms, the Tools menu has these options:

- New Application
- New Group
- New Platform

**Map Control**

The Map control, available when a resource is selected in the HQ user interface - presents graphical view of the current resource and resources that are related to it. The map illustrates hierarchical inventory relationships, and a resource's membership in groups or applications.

A resource map shows the name and resource type of currently selected resource in orange font. Child or member resources are shown above the selected resources; parent or containing resource is shown below.

In the example below, note that:

- The name of the currently selected resource is in orange font. In the example, the resource is a server type: "ActiveMQ Embedded 5.3".
- The resources listed above the current resource are its children --- assuming it has children. If the currently selected resource is a service type, it would not have children.
- The resource below the current resource is its parent --- assuming it has a parent. If the currently selected resource is a platform type, it would have no parent.

Each resource name is a link; click the link to navigate to the Indicators page for that resource.
The resource type for each resource is shown below the resource name.

You can map a:
- platform
- server
- service
- compatible group

Resource Map for a Platform
The screenshot below is a resource map for a platform of type "Linux", shown in orange. The resources listed above the platform are the 9 servers running on it.

Resource Map for a Server
The screenshot below is a resource map for a server of type "ActiveMQ Embedded 5.3".
- The resources listed above the server are the six services that run it.
- The resource shown below the service its parent platform — whose resource type is "MacOSX."

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Resource Map for a Service

The screenshot below is a resource map for a service of type "ActiveMQ Embedded 5.3 Topic".

- The service runs in an "ActiveMQ Embedded 5.3" server, which is hosted on a "MacOSX" platform
- The service is part of an application called "myap".

Resource Map for a Compatible Group

The screenshot below is a resource map for compatible group that contains servers of type "VMware VI3 VM" - the name of each member resource is shown as a hyperlink.

Metric Extrapolation View for Groups

This page allows you to predict future values of a metric for the members of group based on historical metrics.

The Metric Data Extrapolation plugin is available on the Views tab when a group is selected. Although this function is available for any group, whether compatible or mixed, metric projections are most meaningful for compatible groups.

The extrapolation method is a simple linear regression using the Apache Commons Math package. The historical metric data for a group is used to calculate a slope, which is used to predict future values.

To extrapolate a metric for a members of a group:

1. Navigate to compatible group of interest.
2. Choose the Metric Data Extrapolation option from the Views tab.
3. You can select:
   - Metric to extrapolate. By default, Availability is selected. If desired, choose another metric.
Known Data Range. The amount of history upon which the extrapolation will be based. You can select values ranging from 1 day to 1 year. Typically, a longer data range yields a better extrapolation. In some cases, however, it might be better to select the data range based on the timing of environment-related events, such as a new release or infrastructure change.

Projection Range. The total duration included in the trend analysis, including the Known Data Range and the Projection Range. The range you select determines, but is not equal to, how far into the future the metric will be projected.

Threshold value for the metric. Charts will display a horizontal line at the metric value you enter.

4. Click **Update** to plot the extrapolated values for the selected metric for each member of the Group. Historical values are plotted in blue.

**Understanding Extrapolation Charts**

Each chart has the same scale, to better show differences between the resources, and ease analysis. This is different from other HQ charts which are scaled independently. The heading for each chart shows:

- The resource name and metric charted
- The units of the metric charted
- Extrapolation confidence; values can be 'Excellent', 'Good', 'Average', 'Questionable', or 'Poor'.

Extrapolated values are represented by the orange triangle that appears between "now" and the end of the projection range on the timeline.
Global Management Views

These topics describe pages in the VMware vFabric™ Hyperic® user interface that provide deployment-wide views of resource status.

- Alert Center
- Event Center
- Currently Down
- Operations Center
- Nagios Availability
- Report Center

Alert Center

The Alert Center page is a deployment-wide view of alerts and alert definitions.

View Alerts In the Alert Center

1. Click the Analyze tab.
   
   The Alert Center page appears, with the Alerts tab selected.

2. The Alerts page displays the following data for each fired alert that matches the currently selected filter criteria, ordered chronologically.
   
   - **Date** — The date and time the alert was triggered.
   - **Alert Definition** — The name of the alert definition that prompted the alert.
   - **Resource+** — The resource the alert was triggered on.
   - **Fixed** — Whether or not the alert was fixed.
   - **Acked by** — The name of the user who acknowledged the alert.
   - **Priority** — The alert's priority.

3. Click a column heading to sort the table by the content of that column.

Filter Alert List

These are the options for filtering the list of alerts, and their default settings:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Values</th>
<th>Default Setting</th>
</tr>
</thead>
</table>
| Show   | Filters the list of alerts by state. | - Not Fixed  
- In Escalation  
- All | All |
### Option | Description | Values | Default Setting
--- | --- | --- | ---
Alert type | Filters the list of alerts by the type of target resource. | • Resource — With this setting, only alerts fired on individual resources will appear. This includes alerts applied at the resource type level. • Group — With this setting, only alerts that fired on resource groups appear. | All |
Minimum Priority | Filters the list of alerts by the priority of the associated alert definition. | • Low • Medium • High | Low |
In the last | Limits the list to alerts fired with a recent period of time. | • All Time • day • 2 days • 3 days • 4 days • 5 days • 6 days • week | All Time |
Groups | Limits the list of alerts to those fired on resources in a group. | The pulldown lists every resource group (whether compatible or mixed) in the deployment, and the options "All Groups". | All Groups |

**Fix or Acknowledge an Alert in the Alert Center**

To mark alerts "Fixed" from the **Alert Center** page, and (in vFabric Hyperic) to acknowledge an alert in escalation, checkmark the desired alerts, and click **Fixed** or **Acknowledge** at the bottom of the page.

**View Alert Definitions In the Alert Center**

The **Definitions** tab on the **Alert Center** page lists alert definitions in your deployment — resource alerts, resource type alerts, and group alerts — that match the current filter criteria.

1. Click the **Analyze** tab. The **Alert Center** page appears, with the **Alerts** tab selected.
2. Click the **Definitions** tab to display the "Resource Alert Definitions" pane.
   The “Resource Alert Definitions” pane displays the following data for each alert definition that matches the currently selected filter criteria, ordered by creation date, with most recently created definitions first.
   - **Name** — The alert definition's name. Click to view the alert definition in the Resource Hub.
- **Created** — Date and time the alert was defined
- **Modified** — Date and time the alert was modified (if at all)
- **Active** — Whether or not the alert definition is configured to generate alerts or not.
  If the alert is defined to fire once, and not again until after it is fixed, an yellow flag icon will be displayed in this column if the alert is not fixed.
- **Last Alert** — Date and time the alert was last triggered. Click to view a list of alerts that fired for the alert definition.
- **Resource** — The resource, resource type, or group for which the alert was defined.
  Click to view the Monitor tab for the resource in the Resource Hub.
- **Escalation** — The name of the escalation scheme assigned to the alert definition.
  Click to view the escalation.
- **Priority** — The alert definition priority.
  Click a column heading to sort the table by the content of that column.

### Filter Alert Definition List

These are the options for filtering the list of alerts, and their default settings:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definition Type</td>
<td>Filters the list of alert definitions by whether the definition was for an individual resource, a group of resources, or a resource type target — so you can limit the list to definitions assigned to a resource, or to a resource type. Values are:</td>
</tr>
<tr>
<td></td>
<td>- Resource — To list all alert definitions that assigned to individual resources or to a resource type.</td>
</tr>
<tr>
<td></td>
<td>- Group — To list only alert definitions defined for a resource group.</td>
</tr>
<tr>
<td></td>
<td>- Resource Type — To list only alert definitions that are assigned to resource groups.</td>
</tr>
<tr>
<td>Exclude Type-Based Definitions</td>
<td>This option is available only when &quot;Resource&quot; is selected for &quot;Definition Type&quot; — checkmark to exclude resource type alert definitions from the list.</td>
</tr>
<tr>
<td>Show Only Disabled Definitions</td>
<td>Further limit the definitions listed to those that are currently disabled.</td>
</tr>
</tbody>
</table>

### Event Center

The **Event Center** page, available on the **Analyze tab** in the Masthead, is a deployment wide view of events that have been logged for resources in your Hyperic deployment.

**Learn about Events in Hyperic**

Hyperic logs alerts as events automatically. You can configure Hyperic to log events for log messages and resource configuration changes. For more information see Log and Configuration Event Tracking.
Events are ordered by date, with most recent events first. To reverse the sort order, click the control in the Date column header.

Click at the top right to refresh the list.

Filter the Event List

To limit the events displayed in the Events section, choose one or more filter options.

- **Minimum Status** — Select a status to limit the log tracking events in the list to those of that level or higher. Log tracking event levels, in decreasing order of severity, are:
  - Error
  - Warning
  - Info
  - Debug
- **Type** — Select a type to limit events in the list to those of that type:
  - Log track
  - Event Track
  - Alerts
- **Time Range** — Select on the following time ranges to limit the events in the list to those occurred during the range:
  - Last 4 hours
  - Last 8 hours
  - Last day
  - Last week
  - Last month
- **Groups** — Select one or more groups to limit the events in the list to those related to resources in the selected group(s).

Contents of the Event Center Page

The following data is shown for each event that matches the filter criteria selected in the Filter pane:

The following information is shown for each event in the list:

- **Date** — Date and time the event happened
- **Status** — For log track events, the level is shown. For alerts, the status column contains "alert".
- **Resource** — The name of the resource that caused the event
- **Subject** —
  - For an alert, the alert name.
  - For a configuration tracking event, the type of change: "add", "delete", "modify", or "rename".
- **Detail** — Information about the event detail or triggering condition.
  - For a configuration tracking event, a limited portion of the raw "diff" detected. For folder changes the diff contains a list of changed files.
Currently Down

The Currently Down Resources page, available on the Resource tab is lists resources that are not currently available, up to a maximum of 1000 resources.

Contents of the Currently Down Page

The right pane of the Currently Down Resources pane lists resources that match the filter criteria selected in the "Resource Types" panel on the left, ordered by Down Time, from longest to shortest. Click a column header to sort by that column's contents — except for the "Alerts" column.

By default, the page will list up to 50 resources. You can choose to list up to 100, or up to 1000, using the Show Most Recent control.

The following data is shown for each resource on the list:

- **Resource** — Name of the down resource. Click to view the resource's Indicators page.
- **Type** — The resource's platform, server, or service type.
- **Down Since** — The time at which the resource became unavailable.
- **Down Time** — The length of time the resource has been unavailable.
- **Alerts** — Click the icon in this column to see a list of alerts fired for the resource.

Click ⚫ at the top right to refresh the page.

Filter Resources of the Currently Down Page

1. To list all currently unavailable resources of a particular inventory level click one of the top level links in Resource Types pane:
   - Platforms
   - Servers
   - Services

2. To further narrow the list to unavailable resources of a particular resource type, expand the link for the inventory level, and click select the desired resource type from list that appears.

Operations Center

The Operations Center page, available on the Analyze tab in the Masthead lists resources that are down, have unfixed alerts, or both. You can use filters to scope the content of the page to the resources and problem type of interest. This concise view includes shows the current number of unavailable resources and unfixed alerts, and a single line problem summary for each resource.
Filter by Problem Type and Resource

Use the "Display Filters" fields in the upper left of the page to specify the issues and resources to include in the page:

1. Select a "Status Type":
   - All — list every resource that is currently unavailable or has an unfixed alert.
   - Down Resources — list only resources that are currently unavailable.
   - All Alerts — list all resources with unfixed alerts.
   - Alerts in Escalation — list resources with unfixed alerts that are currently in escalation.
   - Alerts not in Escalation — list resources with unfixed alerts that are not in escalation.

2. To further limit the resources included in the page by hosting platform, enter a string in the "Platform Filter" field and press Return or Enter to update the page. The list includes resources with the selected "Status Type" that run on the platform(s) whose names match the specified "Platform Filter" string.

3. To further limit the resources included based on group membership, select a group from the "Group Filter" pull-down. The list includes resources with the selected "Status Type", that run on platforms whose names match the "Platform Filter" (if specified), and belong to the selected group.

Set Table Controls

Use the Table Controls to specify the number of resources listed per page and the frequency with which the page content is updated.

Contents of Operations Center Page

The Operation Center page contains summary and detailed information for the alert or availability events that match the current "Display Filter" settings.

Current Filter Totals

The tables in the "Current Filter Totals" section summarize the results that match the current filter settings:

- **Resources** table - Current number of unavailable platforms and the current number of unavailable resources of any type - platform, server, or service. If the current Status Type selection limits the page to alerts, the count column contains "N/A".
- **Alerts** table - Total number of unfixed alerts and number of unfixed alerts in escalation, broken down by alert priority. If the current Status Type selection limits the page to alert events, the cells contain "N/A".
Resource Details for All Hosts

Each row in the table in the lower part of the **Operations Center** page represents a resource that is currently down or a resource that has an unfixed alert. If a resource is currently down and has an unfixed alert, it will appear in two rows.

- **Platform** - The platform where the resource runs.
- **Resource** - Name of the resource that is unavailable or has an unfixed alert.
- **Alert Name** - In a row for a resource with an alert, the name of the alert definition that fired the alert.
- **Priority** - In a row for a resource with an alert, the alert priority.
- **Status Type** - Indicates whether the row corresponds to a "Resource Down" event or an unfixed "Alert".
- **Last Escalation** - In a row for a resource with an alert in escalation, timestamp for the last escalation step performed.
- **Last Check** - For an unavailable resource, shows when metrics for the resource were last collected. For an alert, shows when it last fired.
- **Duration** - Indicates how long ago the alert fired or the resource went down.
- **State** - For an alert, a 📚 icon indicates the alert is in escalation. A ✅ icon indicates the alert in escalation has been acknowledged.
- **Status Information** - For an alert, shows how many times it has fired and the condition that triggered it. If a metric condition triggered the alert, the triggering and current values of the metric are shown.

Report Center

vFabric Hyperic's **Report Center** has built-in reports that provide visibility into availability, alerts, inventory, resource utilization, and resources that are not collecting metrics. You can also create your own reports. Report Center reports can accept parameter values, and be generated in PDF, HTML, Excel, and CSV formats.

**Report Center Requires Super User Role**

Only a user with the Super User role may run reports in the Report Center. For information about roles, see [User Accounts and Roles in Hyperic](#).

**Navigate to the Report Center**

Click **Analyze > Report Center**.
### Built-In Reports

The table below describes the ready-to-run reports in the **Report Center**. Hyperic provides the following report templates:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert Detail</td>
<td>Which resources in my environment are firing the most alerts?</td>
<td>The same as the Alert Summary Report, except, instead of a summary of alerts, every alert is shown. This is useful when analyzing a full alert log.</td>
<td>Start Date End Date Group</td>
<td>Alert Detail Report.png</td>
</tr>
<tr>
<td>Alert Summary</td>
<td>Which resources in my environment are firing the most alerts?</td>
<td>A summary of all alerts that were triggered during the user-specified time range. You can restrict the list of alerts by a user-specified group. For each resource, the number of low-, medium-, and high-priority alerts are shown, along with the total number of alerts.</td>
<td>Start Date End Date Group</td>
<td>Alert Summary Report.png</td>
</tr>
<tr>
<td>Availability Downtime</td>
<td>How many minutes were resources unavailable over the given time range?</td>
<td>Availability percentage and minutes of downtime, over a user-specified time range, for resources in a user-specified group. This report cannot be run against the entire environment.</td>
<td>Start Date End Date Group</td>
<td>Availability Downtime Report.png</td>
</tr>
<tr>
<td>Disk Usage</td>
<td>Which disks are running low on free space? Which disks are filling up the quickest?</td>
<td>Disks in the environment that are running low on free space, over a user-specified time range. This report can be run against a single group or across the entire environment.</td>
<td>Start Date End Date Group</td>
<td>Disk Usage Report.png</td>
</tr>
<tr>
<td>Inventory</td>
<td>What resources were created during the given time range? What new services have been discovered? (Hyperic auto-imports services and so they are not immediately obvious.)</td>
<td>All resources created in the Hyperic environment in the user-specified time range, sorted by creation date. This report operates on the entire environment.</td>
<td>Start Date End Date</td>
<td>Inventory Report.png</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Event Log Summary</td>
<td>What's happening on each of my resources? A summary of events across all resources, instead of for a single resource.</td>
<td>Resources and their logged events, taken from the system's event logs, sorted by the number of events.</td>
<td>Start Date End Date</td>
<td>Event Log Summary.png</td>
</tr>
<tr>
<td>License Count</td>
<td>The platforms for which I have Hyperic licenses.</td>
<td>Platform name, type, license count, and date added.</td>
<td>No user input</td>
<td>License Count.png</td>
</tr>
<tr>
<td>Metric Interval</td>
<td>How many metrics are being collected on my resources, how often, and when? Basically, the report shows the metric load.</td>
<td>The collection interval and the number of metrics that are being collected for each resource.</td>
<td>No user input</td>
<td>Metric Interval Report.png</td>
</tr>
<tr>
<td>Network Interface</td>
<td>What kind of traffic are my resources experiencing?</td>
<td>Bits in/out per second for each resource</td>
<td>Start Date End Date Group</td>
<td>Network Interface Report.png</td>
</tr>
<tr>
<td>Resources Not Collecting Metrics</td>
<td>For which of my resources are metrics are no longer being reported, even though they're supposed to be?</td>
<td>Resources that have stopped publishing metrics, plus the last time a metric was recorded for the resource</td>
<td>No user input</td>
<td>Resources Not Collecting Metrics.png</td>
</tr>
<tr>
<td>Resources Without Metrics</td>
<td>Which of my resources don't have metric collection enabled?</td>
<td>Resources that don't have metric collection enabled in Hyperic</td>
<td>No user input</td>
<td>Resources Without Metrics.png</td>
</tr>
<tr>
<td>Unconfigured Resources</td>
<td>Which of my resources are not configured for management? For instance, Oracle needs a password, so when it is discovered and imported, metrics will not be collected until the password is provided.</td>
<td></td>
<td>No user input</td>
<td></td>
</tr>
</tbody>
</table>
For reports involving specific resource types (for example, the Disk Usage and Network Usage reports include only "File Server Mount" resources), only compatible groups of that resource type are allowed as an input parameter. For all non-resource-type-specific reports (for example, the Alert and Availability reports), all groups defined in Hyperic are available for selection.

**Custom Reports**

If you need reports that Hyperic does not provide, you can write your own. Report Center is based on [JasperReports](http://jasperreports.sourceforge.net), and the templates are written in JasperReports' XML format, JRXML. To write a report template, Hyperic suggests you use the Java-based application IReport ([download it](http://jasperreports.sourceforge.net/)). Custom report templates must be in either JRXML format (generated from the content created in iReport) or compiled .jasper format. At this time compiled .jasper format is the only format supported when deploying new templates to Hyperic.

For help with JasperReports and iReport, consult their documentation:

- [JasperReports Documentation](http://jasperreports.sourceforge.net/)
- [iReport Documentation](http://jasperreports.sourceforge.net/)

**Requirements for Writing Custom Report Templates**

Because Hyperic's reporting functionality uses JasperReports and only supports reporting generation using SQL queries against the Hyperic database, writing custom report templates requires familiarity with both JasperReports and the Hyperic database schema. Assistance with the creation of custom Reports may be provided by our Professional Services Organization. Please contact your sales account representative.

Running SQL against the production Hyperic database is not recommended, as it may have an impact on performance or compromise database integrity. An inefficient or improperly configured report query could compromise the database or affect performance. The best practice is to run reports in a test environment during development and against a replicated production database.

To incorporate a new report template into Report Center:

1. Write a report template in JRXML or compiled Jasper format, being sure to specify any user-input parameters necessary for generating the report (for example, a date range).
2. Place the template (.jasper format only) in `/hq-engine/hq-server/webapps/ROOT/WEB-INF/reportTemplates`.
3. Log out of Hyperic and log back in, the report will appear in the report list.

**Specifying Report Description and Report Parameters**

In the JasperReport file for a report:

- Use a `<property>` element to define a `description` for the report. The text you specify will appear as the **Report Description** when you select a report on the **Report Center** page.
Use a &lt;parameter&gt; element to specify a report parameter. When you run the report, you will be queried to supply the parameter value. The following parameter types are supported:
- java.util.Date
- java.util.String
Views for Specific Resource Types

This section describes pages in the user interface that are specific to particular resource types — these are views enabled by the product plugin that manage the resource type, and are present in the Hyperic user interface only if you have resources of that type under management.

- GemFire View
- HQ vSphere View
- tc Server Application Management View
- Agent Control View
- Spring Insight View

GemFire View

VMware vFabric™ Hyperic®'s GemFire plugin provides a live data user interface for viewing metrics in real-time. (As opposed to the Monitor tab for a GemFire component, which presents metrics that have been saved to the Hyperic database.)

Learn About GemFire Monitoring
See GemFire in vFabric Hyperic Resource Configuration and Metrics.

GemFire View for a DS

The HQ GemFire View for a Distributed System displays the following information.

- Servers in the DS — The number of Cache Servers, Gateway Hubs and Application Peers in the DS.
- Gateways in the DS — If the DS is part of a multi-site deployment, the number of Gateways in the DS’s Gateway Hub.
- Clients connected to the DS — The number of clients (Cache Servers, Gateways, or Application Peers) in other Distributed Systems that are connected to the DS.

The table in the middle of the GemFire View for a DS displays inventory properties and last reported metric values for each server (including Cache Servers, Gateway Hubs and Application Peers) the DS.
GemFire View for a Cache Server or Application Peer
The GemFire View for a Cache Server or Application Peer displays server and region inventory properties and metrics:

- Server metrics — The single row table presents last reported metric values for the Cache Server or Application Peer.
- Region metrics — The multi-row table presents inventory properties and the Entry Count metric for each region the server contains.

GemFire View for a Gateway Hub
The HQ GemFire View for a Gateway Hub displays inventory data and live measurements for the Gateway Hub, the Hubs and Regions it contains, and any clients connected to the Hub.

HQ vSphere View
The HQ vSphere page is an interface for monitoring and managing vSphere Hosts and VMs available in vFabric Hyperic.

See vSphere for information about the management functions supported for each resource type and configuration instructions.

"Performance data not available?"
The Performance tab appears for a VM only if there is an Hyperic Agent running in the VM.

Display the HQ vSphere Page
To display the HQ vSphere page, select HQ vSphere from the Resources tab in the Masthead.

Note: The HQ vSphere option appears on the Resources tab only in vFabric Hyperic, and only if you have vSphere components under management.

You can also navigate to the HQ vSphere page from the Resource Hub. The resource page for a vCenter server or vSphere Host has a View in HQ vSphere link above the Monitor tab.

HQ vSphere and Resource Permissions
In vFabric Hyperic, a user can only access resources that are assigned to groups to which the user's role grants access. The accessible resources are further limited by the role's permissions to inventory types.

In other words, you can see PlatformA in browse dialogs and navigate to it if: (1) it is a member of a group assigned to your role, and (2) that role grants access to platforms.
The **HQ vSphere** user interface behaves somewhat differently: if you have view access to platforms, you can see all of the vSphere Hosts and vSphere VMs in the deployment *whether or not* they belong to a group assigned to your role.

Note also that even if your role does not grant view permission to servers, vCenter servers will appear in the **HQ vSphere** page. A vCenter server is the root of the vSphere resource hierarchy and is visible regardless of role permissions; the only resource data exposed for the vCenter server is its name.

**HQ vSphere Inventory Tab**

The **Inventory** tab on the **HQ vSphere** page is a tree of the vSphere resources under HQ management, organized in the resource type hierarchy shown below. The lowest level appears for a VM that has an Hyperic Agent running and monitoring resources running in the VM.

The contents of the **Inventory** tab are updated once per minute.

You can use the **Inventory** tab to view the virtual resource hierarchy and to navigate among resources. When you select a resource, the tab or tabs on the right side of the page contain resource data, performance charts, and resource control commands, as appropriate to the resource type.

The table below shows the vSphere resource type hierarchy; the right column indicates the inventory level for a type in the Hyperic inventory model.

<table>
<thead>
<tr>
<th>Vsphere Resource Hierarchy</th>
<th>Inventory Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware vCenter</td>
<td>server</td>
</tr>
<tr>
<td>VMware vSphere Host</td>
<td>platform</td>
</tr>
<tr>
<td>VMware vSphere VM</td>
<td>platform</td>
</tr>
<tr>
<td>Hyperic Agent-managed</td>
<td>server</td>
</tr>
<tr>
<td>resource in VM</td>
<td></td>
</tr>
</tbody>
</table>

The screenshot shows an expanded hierarchy in the **Inventory** tab.
Icons in the vSphere Inventory Tab
The icon to the left of an item in the resource tree indicates the type of the resource, and for a VM, its availability status. For information about how VM availability is determined, see VMware vSphere VM Metrics below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="vCenter Server" /></td>
<td>vCenter Server</td>
</tr>
<tr>
<td><img src="image" alt="vSphere Host" /></td>
<td>vSphere Host</td>
</tr>
<tr>
<td><img src="image" alt="VM whose availability is Up" /></td>
<td>VM whose availability is Up</td>
</tr>
<tr>
<td><img src="image" alt="VM whose availability is Paused" /></td>
<td>VM whose availability is Paused</td>
</tr>
<tr>
<td><img src="image" alt="VM whose availability is Powered Off" /></td>
<td>VM whose availability is Powered Off</td>
</tr>
<tr>
<td><img src="image" alt="VM whose availability status is Down" /></td>
<td>VM whose availability status is Down</td>
</tr>
<tr>
<td><img src="image" alt="VM whose availability status is Unknown" /></td>
<td>VM whose availability status is Unknown</td>
</tr>
<tr>
<td><img src="image" alt="A Hyperic-managed resource running in a VM that has an Hyperic Agent running in it." /></td>
<td>A Hyperic-managed resource running in a VM that has an Hyperic Agent running in it.</td>
</tr>
</tbody>
</table>

HQ vSphere Summary Tab
The Summary tab, available when any resource in the Inventory tab is selected, displays properties for the selected resource, and its parent resource, as applicable.

Jump to Resource Hub View of a Resource
To view a vSphere resource in the Hyperic resource hub — for instance to visit its Inventory or Alert page — click the view resource link to the right of the resource name.

Summary Tab for vCenter
When a vCenter Server instance is selected in the HQ vSphere page, the Summary tab contains the name of the vCenter instance. You can view inventory and configuration properties for the vCenter instance in the Resource Hub — click view resource next to the resource name to view it in the Resource Hub.

Summary Tab for vSphere Hosts
The Summary tab for a vSphere Host displays the following properties:

- Host Information
  - Hostname
  - Location
  - Manufacturer
  - Model
  - VMware Version
- Processor Details
  - Type - of the processor
- CPUs - Processor sockets and cores per socket
- Network Details
  - IP Address
  - Default Gateway
  - DNS - primary and secondary DNS server

**Summary Tab for vSphere VM**

The **Summary** tab for a vSphere VM displays the following VM properties:

- **VM Information**
  - Hostname - of the vSphere Host (ESX platform) where the VM runs
  - Guest OS - operating system running in the VM
  - vCPU(s) - number of virtual processors in the VM
  - Memory - VM memory, in MB
  - MAC Address
  - IP - VM’s IP address
  - VM Version - virtual machine hardware version
  - Tools Version - version of VMware Tools on the VM.
- **Config Details**
  - ESX Host - IP address of the vSphere Host (ESX platform) where the VM runs
  - Resource Pool - resource pool with which the VM is associated
  - Config File - path to the the VM configuration (.vmx) file, expressed using the symbolic link path to the VMFS volume where the file is stored

Properties for the vSphere Host where the VM runs, described above in **Summary Tab for vSphere Hosts**, are shown below the VM properties.

If the VM does not have an Hyperic Agent running in it, the **Summary** tab has a "Performance data not available" near the top of the page.

**Summary Tab for a Managed Resource in the VM**

**Note**: This information applies to a VM with a running Hyperic Agent that is managing resources in the VM. Otherwise, resources running in the VM do not appear in the **HQ vSphere** page.

When you select a managed resource running in a VM, the **Summary** tab displays the vSphere Host and VM properties described in **Summary Tab for vSphere VM**.

The contents of the **Summary** tab are updated once per minute.

To view inventory properties for the managed resource itself, click the **view resource** link next to the resource name to view the resource in the Resource Hub.
HQ vSphere Performance Tab

The **Performance** tab appears when a vSphere Host is selected, and, if the VMs running on the host have Hyperic Agents running, for each VM, and for the managed resources running in the VMs.

The contents of the **Performance** tab are updated once per minute.

---

If a VM does not have an agent running in it, no **Performance** tab appears. You can view the VM metrics in its **Monitor** page in the Resource Hub. Click **view resource** next to the "Hostname" property on the VM’s **Summary** tab.

---

View Metrics

The **Performance** tab displays an **Availability** bar, and a chart for each metric currently enabled for the selected resource type.

The tables in **VMware vSphere Host Metrics** and **VMware vSphere Host Metrics** list supported vSphere metrics and default settings.

Twelve hours history is displayed by default. You can use the **Data Range** pull-down to set the display range to the most recent:

- 1, 4, or 12 hours
- 1 or 2 days,
- 1 week, or
- 1 month

---

Correlate Metrics

On the **Performance** tab for a VM or an Hyperic Agent-managed resource running in the VM, you can use the **Compare** pull-down to correlate the selected resource's performance with its parent or grandparent. You can:

- **Compare each VM metric with its vSphere Host equivalent** — For example compare the VMs "Disk Usage (Average)" metric to its host's "Disk Usage (Average)" metric; the VM's "CPU Usage (Average)" metric to its host's "CPU Usage (Average)" metric; and so on.
- **Compare each VM metric to a selected vSphere Host metric** — For example, compare each VM metric to the "Disk Usage (Average)" metric of its vSphere host.
- **Compare metrics for a managed resource in the VM with performance of the VM or the vSphere host** — Use the **Compare** pull-down to select a VM or Host metric - the charts for the managed resource metrics will be overlayed with the line for the selected VM or host metric. The screen shot is an example in which the vSphere Hosts’s "CPU Usage (Average)" counter is overlayed on each Hyperic Agent metric chart.
HQ vSphere Control Tab

The Control tab appears when a VM is selected (if there is an Hyperic Agent running in the VM) and allows you to issue a control command to the VM. See Management Functions for VMware vSphere VM for information about the supported control actions.

If a VM does not have an agent running in it, no Control tab appears. You can run control actions from the "Control" page for the VM in the Resource Hub. Click view resource next to the "Hostname" property on the VM's Summary tab.

Metrics

VMware vSphere Host Metrics

<table>
<thead>
<tr>
<th>Name</th>
<th>Alias</th>
<th>vCenter Statistics Level</th>
<th>Definition</th>
<th>Units</th>
<th>Category</th>
<th>Default On</th>
<th>Default Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>Availability</td>
<td>n/a, Availability is determined by HQ; it is not a vCenter statistic.</td>
<td>The plugin determines a vSphere Host's availability by querying vCenter for the host's power state, once per minute, by default. Availability takes these values: If the power state is:</td>
<td>percent</td>
<td>Availability</td>
<td>true</td>
<td>1 min</td>
</tr>
<tr>
<td>Uptime</td>
<td>sys.uptime.latest</td>
<td></td>
<td></td>
<td>sec</td>
<td>Availability</td>
<td>false</td>
<td>1 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
<td>Default Interval</td>
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</tr>
<tr>
<td>CPU Usage (Average)</td>
<td>cpu.usaged.aver age</td>
<td>1</td>
<td>CPU usage as a percentage during the interval. Actively used CPU of the host, as a percentage of the total available CPU. Active CPU is approximately equal to the ratio of the used CPU to the available CPU. Available CPU = # of physical CPUs × clock rate ( 100% ) represents all CPUs on the host. For example, if a four-CPU host is running a virtual machine with two CPUs, and the usage is 50%, the host is using two CPUs completely.</td>
<td>percent</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Disk Usage (Average)</td>
<td>disk.usaged.aver age</td>
<td>1</td>
<td>Aggregated disk I/O rate. For a vSphere host, this includes the rates for all virtual machines running on the host during the collection interval.</td>
<td>KB per second</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Highest Disk Latency</td>
<td>disk.maxTotalLatency.latest</td>
<td>1</td>
<td>Highest latency value across all disks used by the host. Latency measures the time taken to process a SCSI command issued by the guest OS to the virtual machine. The kernel latency is the time VMkernel takes to process an IO request. The device latency is the time it takes the hardware to handle the request. Total latency = kernelLatency + deviceLatency</td>
<td>ms</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Usage (Average)</td>
<td>mem.usaged.aver age</td>
<td>1</td>
<td>Memory usage = memory consumed ÷ host configured memory size</td>
<td>percent</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
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</tr>
<tr>
<td>Network Usage (Average)</td>
<td>net.usage.average</td>
<td>1</td>
<td>Sum of the data transmitted and received during the collection interval.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sum of data transmitted and received across all physical NIC instances</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>connected to the host.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>CPU Reserved Capacity</td>
<td>cpu.reservedCapacity.averag</td>
<td>2</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>none</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (1 min. Average)</td>
<td>rescpu.maxLimit.1.late</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (5 min. Average)</td>
<td>rescpu.maxLimit.5.late</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (15 min. Average)</td>
<td>rescpu.maxLimit.15.late</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (1 min. Average)</td>
<td>rescpu.runav.1.la</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (5 min. Average)</td>
<td>rescpu.runav.5.la</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (15 min. Average)</td>
<td>rescpu.runav.15.la</td>
<td>3</td>
<td>Total CPU capacity reserved by the virtual machines.</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>CPU Active (1 min. Average)</td>
<td>rescpu.active1.latest</td>
<td>3</td>
<td>Sum of memory swapin of all powered on VMs on the host.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>KB Utilization false 5 min</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Active (5 min. Average)</td>
<td>rescpu.active5.latest</td>
<td>3</td>
<td>Sum of Memory Swap Out of all powered on VMs on the host.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>KB Utilization false 5 min</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Active (15 min. Average)</td>
<td>rescpu.active15.latest</td>
<td>3</td>
<td>Amount of memory that is used by swap. Sum of Memory Swapped of all powered</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>KB Utilization false 5 min</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>on virtual machines and vSphere services on the host.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory Balloon</td>
<td>mem.vm.memctl.average</td>
<td>1</td>
<td>Sum of Memory Balloon (Amount of memory allocated by the virtual machine m</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>KB Utilization true 5 min</td>
<td></td>
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</tr>
</tbody>
</table>

If the balloon target value is greater than the balloon value, the VMkernel inflates the balloon, causing more virtual machine memory to be reclaimed. If the balloon target value is less than the balloon value, the VMkernel deflate the balloon, which allows the virtual machine to consume additional memory if needed.
<table>
<thead>
<tr>
<th>Name</th>
<th>Alias</th>
<th>vCenter Statistics Level</th>
<th>Definition</th>
<th>Units</th>
<th>Category</th>
<th>Default On</th>
<th>Default Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory Unreserved</td>
<td>mem.unreserved. average</td>
<td>2</td>
<td>Amount of memory that is unreserved. Memory reservation not used by the Service Console, VMkernel, vSphere services and other powered on VMs' user-specified memory reservations and overhead memory.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Heap</td>
<td>mem.heap.average</td>
<td>2</td>
<td>Amount of VMkernel virtual address space dedicated to VMkernel main heap and related data.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Heap Free</td>
<td>mem.heapfree.average</td>
<td>2</td>
<td>Amount of free address space in the VMkernel's main heap. Heap Free varies, depending on the number of physical devices and various configuration options. There is no direct way for the user to increase or decrease this statistic.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Overhead</td>
<td>mem.overhead.average</td>
<td>1</td>
<td>Total of all overhead metrics (Amount of additional machine memory allocated to a virtual machine for overhead. The overhead amount is beyond the reserved amount). for powered-on virtual machines, plus the overhead of running vSphere services on the host.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Zero</td>
<td>mem.zero.average</td>
<td>2</td>
<td>Amount of memory that is zeroed out (contains only 0s). This statistic is included in Memory Shared. For a vSphere Host, Sum of Memory Zero of all powered on VMs and vSphere services on the host.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Reserved Capacity</td>
<td>mem.reservedCapacity.average</td>
<td>2</td>
<td>Total amount of memory reservation used by powered on VMs and vSphere services on the host. Includes overhead amount.</td>
<td>MB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
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</tr>
<tr>
<td>Memory Active</td>
<td>mem.active.average</td>
<td>2</td>
<td>Amount of memory actively used, as estimated by VMkernel. Active memory is based on the current workload of the virtual machine or host. For a vSphere Host, sum of the active guest physical memory of all powered on virtual machines on the host, plus memory used by basic VMKernel applications on the host.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Shared</td>
<td>mem.shared.average</td>
<td>2</td>
<td>Sum of the shared memory values of all powered-on virtual machines, plus the amount for the vSphere services on the host. The host's Memory Shared may be larger than the amount of machine memory if memory is overcommitted (the aggregate virtual machine configured memory is much greater than machine memory). The value of this statistic reflects how effective transparent page sharing and memory overcommitment are for saving machine memory.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Granted</td>
<td>mem.granted.average</td>
<td>2</td>
<td>The total of all granted metrics for all powered-on virtual machines, plus memory for vSphere services on the host.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Consumed</td>
<td>mem.consumed.average</td>
<td>1</td>
<td>Amount of machine memory used on the host. Consumed memory includes memory used by virtual machines, the service console, VMkernel, and vSphere services, plus the total consumed memory for all running virtual machines. host consumed memory = total host memory - free host memory</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
<td>Default Interval</td>
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<td>-------------</td>
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</tr>
<tr>
<td>Memory State</td>
<td>mem.state.latest</td>
<td>2</td>
<td>Amount of free machine memory on the host. VMkernel has four free-memory thresholds that affect the mechanisms used for memory reclamation. 0 (High) - Free memory &gt;= 6% of machine memory - service console memory 1 (Soft) - Free memory &gt;= 4% of machine memory - service console memory 2 (Hard) - Free memory &gt;= 2% of machine memory - service console memory 3 (Low) - Free memory &gt;= 1% of machine memory - service console memory For 0 and 1, swapping is favored over ballooning. For 2 and 3, ballooning is favored over swapping.</td>
<td>none</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Shared Common</td>
<td>mem.sharedcommon</td>
<td>2</td>
<td>Amount of machine memory that is shared by all powered-on virtual machines and vSphere services on the host. Memory Shared = Memory Shared Common = Host memory saved by sharing</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Used by vmkernel</td>
<td>mem.sysusage</td>
<td>2</td>
<td>Amount of memory used by the VMkernel. Amount of machine memory used by the VMkernel for &quot;core&quot; functionality (such as its own internal uses, device drivers, etc). It does not include memory used by VMs or by vSphere services.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td><strong>Alias</strong></td>
<td><strong>vCenter Statistics Level</strong></td>
<td><strong>Definition</strong></td>
<td><strong>Units</strong></td>
<td><strong>Category</strong></td>
<td><strong>Default On</strong></td>
<td><strong>Default Interval</strong></td>
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<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
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<td>------------------</td>
<td>--------------------</td>
</tr>
</tbody>
</table>
| Availability  | Availability| n/a, Availability is determined by HQ; it is not a vCenter statistic. | The plugin determines a VM's availability by querying vCenter for a VM power state, once per minute, by default. Availability takes these values: If the power state is:  
  - Up — if VM power state is poweredOn.  
  - Paused — if VM power state is standby.  
  - Powered Off — if VM power state is poweredOff.  
  - Unknown — if the VM power state is none of the above.  
  - Down — if VM availability was not reported for a duration equal to, or greater than, twice the configured collection interval, which is 1 minute, by default. | percent   | Availability | true             | 1 min         |
| Uptime        | sys uptime  | 1                            | CPU usage as a percentage during the interval.  
  This value is reported with 100% representing all processor cores on the system. As an example, a 2-way VM using 50% of a four-core system is completely using two cores. | percent   | Utilization   | true             | 5 min         |
<p>| CPU Usage (Average) | cpu usage average | 1                            | Aggregated disk I/O rate.                                                                                                                                  | KB per second | Utilization | true             | 5 min         |
| Memory Usage (Average) | mem usage average | 1                            | The percentage of memory used as a percent of all available machine memory.                                                                                       | percent   | Utilization   | true             | 5 min         |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Alias</th>
<th>vCenter Statistics Level</th>
<th>Definition</th>
<th>Units</th>
<th>Category</th>
<th>Default On</th>
<th>Default Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Usage (Average)</td>
<td>net.usag.e.averag.e</td>
<td>1</td>
<td>Sum of the data transmitted and received during the collection interval.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (1 min. Average)</td>
<td>rescpu.maxLimite.d1.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (5 min. Average)</td>
<td>rescpu.maxLimite.d5.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Throttled (15 min. Average)</td>
<td>rescpu.maxLimite.d15.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (1 min. Average)</td>
<td>rescpu.runav1.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (5 min. Average)</td>
<td>rescpu.runav5.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Running (15 min. Average)</td>
<td>rescpu.runav15.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Active (1 min. Average)</td>
<td>rescpu.actav1.latest</td>
<td>3</td>
<td>percent</td>
<td>percent</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
<td>Default Interval</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------</td>
<td>--------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------</td>
<td>----------</td>
<td>------------</td>
<td>------------------</td>
</tr>
<tr>
<td>CPU Active (5 min. Average)</td>
<td>rescpu.activity5.latest</td>
<td>3</td>
<td>Average memory Swap In. A large number here represents a problem with lack of memory and a clear indication that performance is suffering as a result.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>CPU Active (15 min. Average)</td>
<td>rescpu.activity15.latest</td>
<td>3</td>
<td>Average Memory Swap Out. A large number here represents a problem with lack of memory and a clear indication that performance is suffering as a result.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Swap In</td>
<td>mem.swap.in.average</td>
<td>2</td>
<td>Average Memory Swap In. A large number here represents a problem with lack of memory and a clear indication that performance is suffering as a result.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Swap Out</td>
<td>mem.swap.out.average</td>
<td>2</td>
<td>Average Memory Swap Out. A large number here represents a problem with lack of memory and a clear indication that performance is suffering as a result.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Balloon</td>
<td>mem.vm.memctl.average</td>
<td>1</td>
<td>Sum of Memory Balloon (Amount of memory allocated by the virtual machine memory control driver) If the balloon target value is greater than the balloon value, the VMkernel inflates the balloon, causing more virtual machine memory to be reclaimed. If the balloon target value is less than the balloon value, the VMkernel deflate the balloon, which allows the virtual machine to consume additional memory if needed.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Balloon Target</td>
<td>mem.vm.memctl.target.average</td>
<td>2</td>
<td>Sum of Memory Balloon (Amount of memory allocated by the virtual machine memory control driver) If the balloon target value is greater than the balloon value, the VMkernel inflates the balloon, causing more virtual machine memory to be reclaimed. If the balloon target value is less than the balloon value, the VMkernel deflate the balloon, which allows the virtual machine to consume additional memory if needed.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td>Name</td>
<td>Alias</td>
<td>vCenter Statistics Level</td>
<td>Definition</td>
<td>Units</td>
<td>Category</td>
<td>Default On</td>
<td>Default Interval</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------</td>
<td>--------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------</td>
<td>------------</td>
<td>-------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Memory Zero</td>
<td>mem.zer.o.averag e</td>
<td>2</td>
<td>Amount of memory that is zeroed out (contains only 0s). This statistic is included in Memory Shared.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>For a vSphere Host, Sum of Memory Zero of all powered on VMs and vSphere services on the host.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory Active</td>
<td>mem.acti.averag e</td>
<td>2</td>
<td>Amount of memory actively used, as estimated by VMkernel. Active memory is based on the current workload of the virtual machine or host.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>For a vSphere Host, sum of the active guest physical memory of all powered on virtual machines on the host, plus memory used by basic VMKernel applications on the host.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory Shared</td>
<td>mem.sha.red.averag e</td>
<td>2</td>
<td>The average amount of shared memory. Shared memory represents the entire pool of memory from which sharing savings are possible. The amount of memory that this has been condensed to is reported in shared common memory. So, total saving due to memory sharing equals shared memory minus shared common memory.</td>
<td>KB</td>
<td>Utilization</td>
<td>true</td>
<td>5 min</td>
</tr>
<tr>
<td>Memory Granted</td>
<td>mem.gra.nted.averag e</td>
<td>2</td>
<td>The amount of memory that was granted to the VM by the host. Memory is not granted to the host until it is touched one time and granted memory may be swapped out or ballooned away if the VMKernel needs the memory.</td>
<td>KB</td>
<td>Utilization</td>
<td>false</td>
<td>5 min</td>
</tr>
</tbody>
</table>
### Name | Alias | vCenter Statistics Level | Definition |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory Consumed</td>
<td>mem.consumed.average</td>
<td>1</td>
<td>The amount of machine memory that is in use by the VM. While a VM may have been configured to use 4 GB of RAM, as an example, it might have only touched half of that. Of the 2 GB left, half of that might be saved from memory sharing. That would result in 1 GB of consumed memory.</td>
</tr>
</tbody>
</table>

#### tc Server Application Management View

This page is present in the Hyperic user interface only if have the plugin.

#### tc Runtime Application Management

The **Application Management** page, available when a tc Runtime instance or a group of tc Runtime instances is selected, enables an authorized user to manage applications deployed that server instance or group.

The HQ super-user can use all the tc Runtime Application Management features of the HQ UI. If, however, you log on to the HQ UI as a non-super-user, then that user must have certain permissions to be able to use the tc Runtime features. See [User Permissions Required to Use the tc Runtime Features](#) for details.

#### An HQ Group is not a Cluster

An HQ **group** is not equivalent or similar to a tc Runtime cluster.

- An HQ group is a set of other managed resources. An authorized user can create a group and assign resources to it. A group whose members are all of the same resource type is referred to as a **compatible group**. You can manage and monitor the resources in a compatible group at the group level. Grouping tc Runtime instances allows you manage applications across multiple tc Runtime instances.
- A tc Runtime cluster enables session replication. Clustering behavior is defined in a tc Runtime instance's **server.xml** file.
Navigating to a tc Runtime Instance Or Group

To navigate to the Application Management page of a tc Runtime instance or group.

1. Click Resources > Browse at the top of the HQ Dashboard.
   a. To browse to a server instance click Servers to view a list of the servers to which you have access. tc Runtime instances have the server type "SpringSource tc Runtime 6.0". Apache Tomcat server instances have the server type "Tomcat X.X".
   b. To browse to a group of servers click Compatible Groups/Clusters to view a list all the compatible groups to which you have access. Groups of tc Runtime have the type "SpringSource tc Runtime 6.0".
2. In the table, click the name of the tc Runtime instance or group to which you want to navigate.
3. Click Views > Application Management.

Creating tc Runtime Groups

Grouping tc Runtime instances eases the process of managing server instances and applications. For example, you can deploy an application to group of tc Runtime with a single command, instead of deploying to each instance individually. To create a group of tc Runtime instances:

1. Click Resources > Browse at the top of the HQ Dashboard.
2. Click Servers to list servers in inventory to which you have access. (Note: Only server instances that have been auto-discovered by HQ and added to inventory appear). tc Runtime instances have the server type "SpringSource tc Runtime 6.0". Apache Tomcat server instances have the server type "Tomcat X.X".
3. Check the box to the left of each tc Runtime instance you want to include in the new group.
4. Click Group.
5. Enter a name for the group (required) and a description and location as desired.
6. Click OK.

Listing Applications

Navigate to the Application Management page for a server instance or group. Deployed applications are listed in the Deployed Applications section of the page. For a group, the table lists all applications deployed to all servers in the group. The table shows:

- **Status** — The state of the application - either "Running" or "Stopped". For a group of servers:
  o "Running" or "Stopped" indicates that all instances of the application on all servers in the group have that state.
  o A numeric value indicates the number of servers upon which the application's state is "Running".
- **Sessions** — The number of current active sessions for the application.
- **Revision** — Current revision of the application. Hyperic creates a new revision each time you deploy an application that uses an existing context path.
NOTE: Only applications on running tc Runtime instances appear. HQ returns an error for application hosts that are not running.

**Deploying Applications**

Deploying an application is the process of uploading it to tc Runtime and making it available to users. You can deploy an application to a single tc Runtime instance or to a group of tc Runtime instances. If you deploy to a group, the application will be deployed to each of tc Runtime instance in that group, enabling users to run the application from any of the tc Runtime instances in the group.

You can deploy an application from a WAR file located:

- on your local file system (on the the same machine as the browser you are using to connect to HQ’s web user interface), or
- on the computer on which the tc Runtime resource is running.

Whether the WAR file is local or remote, you can either enter a new context path (string that uniquely identifies the Web application in the URL used to invoke it), or use the default value, which is the name of the WAR file, without the".war" extension.

1. Navigate to the **Application Management** page for a tc Runtime instance or group.
2. Depending on the location of the WAR file for the application, either:
   - Click **Browse** in the **Deploy Application From Local Machine** section to browse to the file's location.
   - Enter the full path to the WAR file on the computer hosting the tc Runtime resource in the **Deploy Application from Server Machine** section.
3. As desired, enter a context path in the **Context path** text box.
4. Optionally check the **Use cold deployment strategy** if you want the tc Runtime instance to shutdown, deploy the application, and then start up again. By default (if box is unchecked), the tc Runtime instance hot-deploys the application, which means it does not shutdown then restart but simply deploys the application while the instance is still running. Use the cold deployment strategy if you want to avoid common hot deployment errors, such as running out of PermGen space. The PermGen space holds the metadata about classes that have been loaded/created in the JVM.
5. Click **Upload and Deploy** or **Deploy**, whichever is appropriate.
6. See the top "Results of the last operation" section for details about the result of deploying the application. When you deploy an application to tc Runtime, the application is started.

**Undeploying Applications**

Undeploying an application removes it from the tc Runtime instance or group. If you want to temporarily prevent users from access an application, stop it rather than undeploy it. See **Stopping Applications**.
1. Navigate to the application management page of a tc Runtime instance or group.
2. In the **Deployed Applications** section, check the box to the far-left of the application(s) you want to undeploy.
3. Click **Undeploy**. HQ removes the application from the list of deployed applications.
4. See the top "Results of the last operation" section for details about the results of undeploying the application.

### Starting Applications

Starting an application makes it available to users. You must have previously deployed the application to be able to start it.

1. Navigate to the application management page of a tc Runtime instance or group.
2. In the **Deployed Applications** section, check the box to the far-left of the application(s) you want to start.
3. Click **Start**. The status of the application changes to "Running".
4. See the top "Results of the last operation" section for details about the result of starting the application.

### Stopping Applications

Stopping an application makes it unavailable to users.

1. Navigate to the application management page of a tc Runtime instance or group.
2. In the **Deployed Applications** section, check the box to the far-left of the application(s) you want to stop.
3. Click **Stop**. The status of the application changes to "Stopped".
4. See the top "Results of the last operation" section for details about the result of stopping the application.

### Reloading Applications

When you reload an existing application, it shuts itself down and then reloads itself. For additional details, see [Reload an Existing Application](https://www.apache.org) on the Apache Tomcat 6.0 Web site.

1. Navigate to the application management page of a tc Runtime instance or group.
2. In the **Deployed Applications** section, check the box to the far-left of the application(s) you want to reload.
3. Click **Reload**. The status of the application changes to "Running."
4. See the top "Results of the last operation" section for details about the result of reloading the application.

### Agent Control View

You can run Hyperic Agent control commands — for a single agent, or for a group of agents — from the Hyperic user interface.
Restart an Agent or a Group of Agents

1. Navigate to the Hyperic Agent or group of agents.
2. Click the Views tab.
3. Click Agent Commands.
4. Select the restart command.
5. Click Execute.

This command invokes the agent's Java Service Wrapper's *restart *command, which shuts down the JVM process in which the agent runs, waits for the process to terminate cleanly, and spawns a new JVM process for the agent. During the restart process, the agent's metric collection and resource control functionality will be interrupted.

The restart command happens asynchronously. To verify successful restart, navigate to the agent in the Hyperic user interface check its availability.

Ping an Agent or a Group of Agents

1. Navigate to the Hyperic Agent or group of agents.
2. Click the Views tab.
3. Click Agent Commands.
4. Select the ping command.
5. Click Execute.

• This command invokes the agent's Java Service Wrapper's ping command on the agent.
• If the ping is not successful, this message appears in the Result pane on the right side of the page:
  Failed to send ping command to agent with id nnnnn. Reason: Unable to connect to AgentIpAddress.
• If the ping is successful, this message appears in the Result pane on the right side of the page:
  Successfully sent ping command to agent with id nnnnn.

Upgrade an Agent or Group of Agents to a Newer Version

1. Navigate to the Hyperic Agent or group of agents.
2. Click the Views tab.
3. Click Agent Commands.
4. Select the upgrade command.
5. Select a bundle from the agent bundle pull-down list.
6. Click Execute.

• The selected agent bundle is transferred from the Hyperic Server to the target agent(s).
• The agent expands the bundle locally.
• The agent updates the local bundle property.
• The server restarts the agent.
• The configuration settings in the agent.properties file are preserved.
Push a Plugin to an Agent or Group of Agents

This operation allows you to transfer new, custom, updated, or patched plugins from the Hyperic Server's ServerHome/hq-engine/hq-server/webapps/ROOT/WEB-INF/hq-plugins directory to the target agents' AgentHome/bundles/AgentBuildDir/pdk/plugins directory. Pushing a plugin to an agent results in an agent restart.

1. Navigate to the Hyperic Agent or group of agents.
2. Click the Views tab.
3. Click Agent Commands.
4. Select the push plugin command.
5. Select a plugin from the plugin pull-down list.
6. Click Execute.

Spring Insight View

Spring Insight Applications
This page describes the Spring Insight Applications page, available if you have Insight Operations under management.

Understanding Application Metrics
The Spring Insight Applications page presents multiple metrics that indicate how well an application is running, for instance, the percentage of application requests had an unacceptable response time, how many requests return errors, and so on.

These metrics, described in the sections below, appear in several places in the Spring Insight Applications user interface: on the Health tab, which presents metrics for all applications reporting to Hyperic monitored Dashboards applications, and also on the Performance tab for an Insight Dashboard or an Insight Application.

Application Health
The Application Health metric for an application is the health value that Insight calculates for the application. The Insight health metric is based on the percentage of Insight traces that complete without error. The values, indicators, and thresholds for the Application Health metric are defined below.
<table>
<thead>
<tr>
<th>Value</th>
<th>Indicator</th>
<th>Percentage of Successful Insight Traces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>🟢</td>
<td>94% or more</td>
</tr>
<tr>
<td>Good</td>
<td>🟢</td>
<td>85% - 93%</td>
</tr>
<tr>
<td>Fair</td>
<td>🟢</td>
<td>70% - 84%</td>
</tr>
<tr>
<td>Poor</td>
<td>🟢</td>
<td>50% - 83%</td>
</tr>
<tr>
<td>Unacceptable</td>
<td>🟠</td>
<td>0% - 49%</td>
</tr>
</tbody>
</table>

Application Vitals

The Vitals metric for an application is calculated by Hyperic. It is based on the Application Health metric (described above), and also takes into account the Hyperic metrics and events for the application and for resources that the application depends upon, including:

- Number of unfixed alerts for the application in Hyperic.
- Availability of the managed resources that the application depends upon: application servers, database servers (if applicable), and platforms.
- Number of unfixed alerts for the resources that the application depends upon: application servers, database servers (if applicable), and platforms.

If an application has no unfixed alerts in Hyperic and the resources it depends upon are available and have no unfixed alerts, the application's value of the applications Vitals metric is equal to the value of its Application Health metric.

Unfixed Alert Count

The number of unfixed alerts during the timeframe.

Error Rate

The percentage of Insight traces that resulted in an HTTP error status code (500 to 600).

Response Time Levels

The "Invocations" metric tells you what percentage of traces had response times in each of three response time levels. The response time thresholds for each level are configurable in Spring Insight, and by default are:

- Satisfied — Response time 200 ms or less.
- Tolerated — Response time over 200 ms but less than 800 ms.
- Frustrated — Response time 800 ms or over.
For example

\[19.8\% / 7.4\% / 72.7\%\]

indicates that over the selected interval:

- 19.2% of the traces had response time 200 ms or less.
- 7.5% had response time over 200 ms but less than 800 ms.
- 73.4% had response time 800 ms or over.

**Contents of the Spring Insight Applications Page**

The sections below describe the contents of each section of the *Spring Insight Applications* page.

**Dashboards Tab**

The *Dashboards* pane on the left side of the *Spring Insight Applications* page is a tree control whose nodes are Insight Dashboards and Insight Applications.

The color of the bar to the left of a Dashboard node indicates the worst Vitals metric among the applications reporting to the Dashboard.

You use the *Dashboards* pane to browse a hierarchy of performance data. Depending on your need and interest, you view filter your view to include health information for:

- All applications reporting to all Hyperic-managed Insight Dashboards
  
  This is the view that appears when neither a dashboard or application is selected in the tree control. To return to this view, click the *Dashboards* link above the tree control. For a description of the view, see *Health Tab for all Applications*.

- Just the applications reporting to a particular Insight Dashboards
  
  To display this view, click the dashboard of interest in the tree control. For a description of the view, see *Performance Tab for a Dashboard*.

- Just one particular application
  
  To display this view, select the application of interest in the tree control. For a description of the view, see *Performance Tab for an Application*.

**Health Tab for all Applications**

The *Health* tab summarizes the health of all of the applications reporting to Hyperic-managed Insight Dashboards. This tab is present when you first open the *Spring Insight Applications* page.

After navigating to a dashboard or an application, you can redisplay the *Health* tab by clicking the "Dashboards" link at the top of the left pane.
The **Health** tab contains the following data and metrics:

- **Applications Health Trend** chart — By default, this chart plots the health of the five applications that currently have the poorest vitals. You can add and remove applications to the chart by checking and unchecking the box next to it. For a definition of the metric, see [Application Health](#).
- Worst **Vitals** — The **Vitals** indicator in the "All Applications" bar reflects the worst value reported among all applications reporting to all Dashboards. For a definition of the Vitals metric, see [Application Vitals](#).
- Application Metrics — Below the **Applications Health Trend** chart is a list of all applications under management, ordered by the applications' Vitals metric, starting with the worst. The following data and metrics are displayed for each application:
  - Application — The name of the application is a link; if you click it, the **Performance** tab for the dashboard appears. See [Performance Tab for an Application](#).
  - Vitals
  - Alerts — For a definition of the metric, see [Unfixed Alert Count](#).
  - Errors — For a definition of the metric, see [Error Rate](#).
  - Invocations (F/T/S) — For a definition of the metric, see [Response Time Levels](#).

**Performance Tab for a Dashboard**

To display the **Performance** tab for an Insight Dashboard, click the dashboard's name in the **Dashboards** tab.

**Note:** In the list of applications reporting to the dashboard:

- The list is ordered by application health, from worst to best.
- You can mouse over the application name to highlight the line for it in the **Application Health Trend** chart.
- You can click the application name to display the **Performance** tab for it. See [Performance Tab for an Application](#).

The **Performance** tab for a Dashboard contains:

- **Applications Health Trend** chart — By default, this chart plots the health of the five applications (reporting to the Dashboard) that currently have the poorest vitals. You can add and remove applications to the chart by checking and unchecking the box next to it. For a definition of the metric, see [Application Health](#).
- Dashboard **Vitals** — The **Vitals** indicator in the "Dashboard" bar is a composite health indicator that takes into account:
  - The Vitals for the applications reporting to the currently selected Insight Dashboard.
  - Availability of the managed resources that the Insight Dashboard depends upon: application server (tc Server) and platform.
  - Number of unfixed alerts for the resources that the Insight Dashboard depends upon: application server (tc Server) and platform.
Application Metrics — Below the **Applications Health Trend** chart is a list of the applications reporting to the Dashboard. The following metrics are displayed for each application:

- **Vitals** — For a definition, see [Application Vitals](#).
- **Alerts** — For a definition, see [Unfixed Alert Count](#).
- **Errors** — For a definition, see [Error Rate](#).
- **Invocations (F/T/S)** — For a definition, see [Response Time Levels](#).

Application Server Performance — To view health data for the application server that the Insight Dashboard runs on, click the control in the **Application Server** bar. See [Application Server Performance](#).

Platform Performance — To view health data for platform on which the Insight Dashboard runs, click the control in the **Platforms** bar. See [Platform Performance](#).

### Application Server Performance

The "Application Server” section charts a selected app server metric for all, or selected application servers where the applications in the dashbaord run.

The **Metric Low/Avg/Peak** pulldown lists all of the available metrics for the application server and shows the low, average, and peak values for the metric over the current time range. Choose a metric from the list to graph it.

Below the chart, the following information is listed for each application server:

- **name** — The name of the resource in Hyperic.
- **AVAIL** — Current availability of the resource
- **ALARMS** — Current number of unfixed alerts
- **LOW** — Low value during current display range.
- **AVG** — Average value during current display range.
- **PEAK** — High value during current display range.
Platform Performance

The "Platform" section charts a selected platform metric for all, or selected platforms where the applications in the dashboard run.

The **Metric Low/Avg/Peak** pulldown lists all of the available platform metrics and shows the low, average, and peak values for the metric over the current time range. Choose a metric from the list to graph it.

Below the chart, the following information is listed for each platform:

- **name** — The name of the resource in Hyperic.
- **AVAIL** — Current availability of the resource
- **ALERTS** — Current number of unfixed alerts
- **LOW** — Low value during current display range.
- **AVG** — Average value during current display range.
- **PEAK** — High value during current display range.

Performance Tab for an Application

To display the **Performance** tab for an Insight Application, click the application’s name in the **Dashboards** tab.

The **Performance** tab has four sections:

- **Applications**
  - The application name is a link — if you click it, Insight Operations will open in a new window, and display more detailed resource health and performance metrics for the current display range.
  - The Vitals health bar to the right of the application name indicates the current Vitals for the application. For a definition of the Vitals metric, see Application Vitals.
  - The Health Trend chart plots the application's "Health" and "Error Rate" metrics for the display range. For a definition of the health metric metric, see Application Health.
The Invocations chart plots the distribution of request response times across the three response time levels defined in Response Time Levels.

- **Application Server**
  - This section is expanded if one or more application servers to which the app is deployed is unhealthy. Otherwise, the section is collapsed.
  - For information about the metrics presented, see Application Server Performance.

- **Data Service**
  - This section is present if the application access a Hyperic managed database server. see Data Service Performance.
  - This section is expanded if the database that the app uses is unhealthy application. Otherwise, the section is collapsed.
  - For information about the metrics presented, see Data Service Performance.

- **Platform**
  - This section is expanded if one or more platforms where the app runs is unhealthy. Otherwise, the section is collapsed.
  - For information about the metrics presented, see Platform Performance.

**Data Service Performance**

The "Data Service" section is present if the currently selected application accesses a database managed by Hyperic.

The Metric Low/Avg/Peak pulldown lists all of the available platform metrics and shows the low, average, and peak values for the metric over the current time range. Choose a metric from the list to graph it.

Below the chart, the following information is listed for each platform:

- **name** — The name of the resource in Hyperic.
- **AVAIL** — Current availability of the resource
- **ALERTS** — Current number of unfixed alerts
- **LOW** — Low value during current display range.
- **AVG** — Average value during current display range.
- **PEAK** — High value during current display range.

**Jump to Insight Operations**

You can jump from the Spring Insight Applications page into the Insight application to investigate problems. Click the application name link on the application’s Performance tab. (See the screenshot in Performance Tab for an Application.) Insight will open in a new window, with the application selected in the Browse Resources tab, where you can view more detailed application health data for display range currently selected in the Hyperic user interface.
Run Live System and Metric Queries

- [JMX MBean Query for JVMs](#)
- [Run Live Exec Queries](#)

JMX MBean Query for JVMs

The JMX MBean Query tool allows you to search for MBeans, display their attributes, and invoke selected MBean operations on them.

When HQ alerts you of availability or health issues with a JVM resource or service, you can use the JMX MBean Query tool to troubleshoot and resolve the problem.

The MBean attributes displayed in the JMX MBean Query tool are read-only; the console does not support attribute editing. In this version of HQ, support for MBean operations is limited to operations with one or no arguments of primitive or simple type.

The JMX MBean Query tool is available on the Views tab when you have a JVM selected in the HQ portal. These instructions assume that your JVM is in HQ inventory.

Note that JVMs are not auto-discovered by HQ. You must add a JVM to HQ inventory and configure for monitoring as described in [Sun JVM](#).

Entering Query Options

To access specific MBean attributes and operations, you enter search patterns in the these text boxes in the JMX MBean Query tool page:

- **Object Name Pattern** - To specify the MBean or Mbeans of interest, enter a valid MBean object name pattern.
- **Attribute Regex Filter** - To restrict the attributes returned, enter a valid Java regular expression.
- **Operation Regex Filter** - To restrict the MBean operations returned, enter a valid Java regular expression.

Click the **Query MBeans** button to execute the search.

For MBeans whose object name matches the Object Name Pattern, attributes and operations that match your filter criteria will be listed.

Enabling Automatic Refresh

If you wish the console to periodically refresh the attribute values, select an interval from the **Refresh Interval** pulldown.
Defining Saved Mbean Searches

If you expect to perform the same search frequently, you can create an XML file that specifies the search criteria. You name the file according to a predefined convention, and store it in a specific directory in your HQ Server installation. Each saved search will appear in the MBean Query page’s Preset Searches menu.

When you run a saved search, the values you defined for the search Object Name Pattern, Attribute Regex Filter, and Operation Regex Filter appear in the text boxes at the top of the view.

Create a saved search in accordance with the schema described below in [Schema for JMX Search Criteria], and save it with a name like this:

Name the file that contains a saved search like this:

SearchID-filter.xml

where SearchID is a meaningful name for the search to which you append "-filter.xml" identifies the search

The filters values defined in this file will then appear in the Preset Searches drop-down menu and will be named according to the filter ID. Save the file in:

ServerHome/hq-engine/hq-server/webapps/ROOT/hqu/jmx/conf

The following topics defines the XML schema for saved MBean searches.

Schema for JMX Search Criteria

A saved MBean search criteria consists of:

- A top-level filters element, containing at least one filter sub-element. Each filter sub-element consists of:
  - An id attribute containing an identifier for the search. This string will appear in the Preset Searches drop-down menu. Each search you define and save on an HQ server must have a unique d attribute.
  - An objectName sub-element, whose value is the object name pattern used for the MBean query.
  - An attributeRegex subelement, whose value is the Java regular expression used to filter the attributes returned from the MBean query.
  - An operationRegex subelement, whose value is the Java regular expression used to filter the operations returned from the MBean query.
<xml version="1.0" encoding="UTF-8"/>
<filters>
  <filter id="JVM Memory MBean">
    <objectName>java.lang:type=Memory</objectName>
    <attributeRegex>.*Usage</attributeRegex>
    <operationRegex>.*</operationRegex>
  </filter>
  <filter id="JVM Platform MBeans">
    <objectName>java.lang:*</objectName>
    <attributeRegex>.*</attributeRegex>
    <operationRegex>.*</operationRegex>
  </filter>
</filters>

Run Live Exec Queries

Hyperic’s **Live Exec** view allows you to run system commands on a managed platform, or a group of platforms. **Live Exec** uses Hyperic’s SIGAR — an API for gathering system information in real-time. The table below describes the queries you can run from **Live Exec**.

<table>
<thead>
<tr>
<th>Command</th>
<th>Data Returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>cpuinfo</td>
<td>All CPUs on a platform.</td>
</tr>
<tr>
<td>cpuperc</td>
<td>Usage percentages on each CPU and related data. Equivalent to <code>uptime</code> command.</td>
</tr>
<tr>
<td>df</td>
<td>All filesystems on a platform. This does not list disk-usage percentages.</td>
</tr>
<tr>
<td>ifconfig</td>
<td>Network statistics on each of the platform’s network interfaces</td>
</tr>
<tr>
<td>netstat</td>
<td>Active socket connections on the platform</td>
</tr>
<tr>
<td>top</td>
<td>All processes (that the Hyperic Agent can see) running on the platform.</td>
</tr>
<tr>
<td></td>
<td><strong>If a process is not listed, it is most likely because the Agent does not have permission to see it.</strong></td>
</tr>
<tr>
<td>who</td>
<td>Logged-in users</td>
</tr>
</tbody>
</table>
Run Live Exec on a Platform or Group of Platforms

To run Live Exec:

1. Navigate to a platform, or a group of platforms in the Resource Hub.
2. Click the resource’s Views tab.
3. On the Views tab, click Live Exec.
   The Live Exec page appears. Available queries are listed in the left page.
   If the selected resource is a group, the individual platforms in the group appear as well.
   You can select individual platforms within the group.

4. Select a command from the Please select a query to run pulldown.
   Command results appear in the right side of the page.
   - If the resource is an individual platform, the results pane includes its name, with the name of the platform and the selected command listed about the data table.
   - In the case of a group:
     - If a member of the group has not previously been selected, click 🤔 next to a specific platform now. That platform will be displayed first by default for subsequent commands.
     - If a member of a group is not available, 🚫 is displayed next to the resource, and, when it is clicked, the reason why it is unavailable is displayed at the right.
     - To view the real-time data for another platform in the group, click 🤔 next to that platform. The platform for which data is currently being displayed is highlighted at the left.

If the Hyperic Agent cannot reach the platform, an error message is displayed.
Use Resource Control Actions

- Run Resource Control Actions
- View Control Action Status and History

Run Resource Control Actions

This section has instructions for running control actions on resources that support control actions. There are two types of control actions in Hyperic: control actions enabled by the managing resource plugin, and custom control actions implemented by Hyperic administrators. For more information, see Resource Control in Hyperic.

The process you use to selecting a control action to run varies for built-in and custom control actions:

- You select built-in control actions from the Control tab of the target resource — generally a server type.
- A custom control action is configured by a Hyperic administrator as service (of type "FileServer Service") on the platform where it runs. So, even if a custom control action target a server running on the platform, to invoke it, you navigate the platform service that represents the service on the parent platform.

Run a Built-in Control Action

To run a built-in control action — one that is enabled by a resource plugin — you navigate to the target resource, usually some type of server. (Control actions are typically available for servers, not for platforms, and rarely for services.)

1. Navigate to the target resource.
2. Click the Control tab.
   The Control page appears.
3. In the Quick Control section of the page, use the Control Action pull-down to display a list of supported actions.
4. Select the desired control action, and click the green arrow to the right to initiate it.

Select and Run a Custom Control Action

Follow the instructions in Select from a List of All Custom Control Actions or Select from a List Custom Control Actions for a Platform, and then run the action, as described in Run Custom Control Action.

Select from a List of All Custom Control Actions

To select from a list of all custom control actions:

1. Use Browse > Services > FileServer File.
   The Services > FileServer File page lists all custom control actions defined in your Hyperic deployment.
2. Click the name of the custom action you want to run. The Monitor tab for the custom control action appears.
3. Click the Control tab, and follow the instructions in Run Custom Control Action.

Select from a List Custom Control Actions for a Platform

To select from a list of control actions for the resources on a platform.
1. Navigate to the platform. Custom control actions for a resources are listed in the "Platform Services Health" section.
2. Click the desired control action. The Monitor tab for the custom control action appears.
3. Click the Control tab, and follow the instructions in Run Custom Control Action.

Run Custom Control Action

1. Navigate to the desired a custom control action using one of the options described in the previous procedures.
2. In the Quick Control section of the page, select "Run" from the Control Action pull-down to run the control action.

Schedule a Control Action

You can schedule a control action to be run in the future — either once, or on a recurring basis.

1. Select the Control tab:
   o To schedule control actions for a resource with built-in control commands, navigate to the target resource, as described in Run a Built-in Control Action
   o To schedule custom control actions, navigate to the platform service that represents, it following the in Run a Built-in Control Action, Select from a List of All Custom Control Actions or Select from a List Custom Control Actions for a Platform.
2. In the Control Action Schedule section of the page, click New.
3. On the New Scheduled Control Schedule Page select a control action from the Control Action; pulldown.
   a. Description — Type a description, if desired.
   b. Start — Specify when you want to run the control action (or kick off a schedule of periodic control action execution):
      ▪ Click immediately if you want Hyperic to initiate the control action as soon as you save the schedule.
      ▪ Otherwise, select the date and a time you want Hyperic to run the control action.
The **Recur** pulldown appears.

c. Select how frequently Hyperic should repeat the control action.
   - **Never** - Choose this if you only want to run the command once.
   - Daily
   - Weekly
   - Monthly

d. Click **OK**.

---

**View Control Action Status and History**

This section has information about how to view control action history.

The **Control Actions** portlet displays information about recent control actions performed on resources over a configurable period of recent history.

- **Recent Control Actions** - This section lists the individual resource control action performed during the configured period, starting with the most recent. The following information is displayed for each resource:
  - Resource Name — Name of the resource.
  - Control Action — The control action that was performed.
  - Date/Time — When the action was performed
  - Message — Results of the control action.

- **Quick Control Frequency** - This section lists the resources upon which the most on-demand control actions have been performed during the configured interval. The following information is displayed for each resource:
  - Resource Name — Name of the resource.
  - # of Control Actions — How many control actions were performed during the interval.
  - Most Frequent Control Action - The control action that was most frequently performed.

---

**Configure the Control Actions Portlet**

To configure the amount of data in the **Control Actions** portlet:

1. Click the gear icon in the upper right corner of the **Control Actions** portlet. The HQ Dashboard Settings: Control Actions page appears.
2. Configure what appears in the **Recent Control Actions** section using the first row of filters.
   a. Check the box next **Control Action Range** if you want to list recent control actions in the portlet. (To stop the display of this data, uncheck it.)
   b. In the first drop-down list, select the maximum number of completed control actions to list.
   c. In the second drop-down list, select the time range from which to gather that data.
3. Configure what appears in the "Quick Control Frequency" section using the second row of filters:
   a. Check the box if you want to list the resources with the most on-demand control actions. (To stop the display of on-demand control-action data, uncheck it.)
   b. Select the maximum number of resources to list.
4. Click OK.

**View Control History for a Resource**

To view a list of control actions that were performed on a resource:

1. Navigate to the resource in the Resource Hub.
2. Click the **Control** tab, which is present only if Hyperic supports control action for the selected resource type.
3. Click **History** on the **Control** tab.

The **Control History** page appears.

The **Control History** page lists the following information for actions that were performed on the resources:

- **Control Action** — The action performed.
- **Arguments** — Arguments supplied to the control action.
- **Command State** — Status of the action: "Completed", "In Progress", or "Failed".
- **Date Started** — Date and time that the control action was initiated.
- **Elapsed Time** — How long it took to perform the control action.
- **User** — User name of the Hyperic user who initiated or scheduled the control action
- **Message** — (optional) Additional information about the control action.

To delete a control action, place a checkmark next to it in the list, and click **Delete** at the bottom of the page.
View Alerts and Update Alert Status

This section describes options for displaying the status of fired alerts, marking an alert "fixed", and acknowledging an alert that has an escalation.

- List Recent Alerts
- List Alerts for a Resource
- View Alerts Across All Resources
- Monitor Unfixed Alerts
- View Alert Detail
- Acknowledge or Fix an Alert

List Recent Alerts

The Dashboard's **Recent Alerts** portlet displays alerts that have recently been fired. You can limit the alerts shown by affected resource, priority, and quantity.

List Alerts for a Resource

The **Alerts List** page for a resource lists presents key information and status about alerts that have fired for the resource. By default, alerts that have fired on the current day are listed. You can select a different day to view.

1. Browse to the resource.
2. Select the **Alert** tab.

View Alerts Across All Resources

vFabric Hyperic's **Alert Center**, available on the **Analyze** tab in the Masthead, provides system-wide and filtered views of fixed and unfixed alerts. You can include all alerts or those fired during a specified period, and filter by:

- whether the alert applies to an individual resource or a resource group
- minimum priority
- whether the alert is "not fixed" or "in escalation"
Monitor Unfixed Alerts

The Operations Center page, available on the Analyze tab in the Masthead, provides system-wide and filtered views of unfixed alerts. You can filter by platform or group, and whether or not the alerts have escalations.

View Alert Detail

There are several pages from which you can access the Alert Detail page for a fired alert:

- Click the alert name on the Alert List page.
- Click the alert definition name on the "Alert Center" page.*
- Click the date/time for an alert in the Recent Alerts portlet on the Dashboard.

Acknowledge or Fix an Alert

There are several pages from which you can mark an alert "Fixed", or acknowledge an alert that has an escalation:

- Recent Alerts portlet on the Dashboard
- Alert List page
- Alert Detail page
- Alert Center page