Precise 10.3

Custom Portal User Guide

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Introducing the Precise Custom Portal

This section includes the following topics:

- About the Precise Custom Portal
- Components of the Precise Custom Portal
- How the Precise Custom Portal works
- About the Main menu
- About the Add menu

About the Precise Custom Portal

The Precise Custom Portal, is a lightweight, configurable portal application that provides access to various types of data from different applications.

The Precise Custom Portal features a Web-based view. It is highly customizable and extensible, allowing you to build a dashboard for each user or each function within your organization. For example, you can build a dashboard for all the information that a system administrator or director of IT operations would need to constantly follow up on.

The Precise Custom Portal enables the following:

- Drives integration by displaying information from multiple data sources
- Enables rapid presentation layer development
- Provides extensible capabilities by professional services, partners and customers
- Customization
- Ease of installation, administration, and use

Components of the Precise Custom Portal

The Precise Custom Portal is installed as part of the Precise suite and is based on the Liferay Portal infrastructure.

How the Precise Custom Portal works

The Precise Custom Portal is a Web server portal that displays information from different data providers. The Precise Custom Portal communicates with the data provider through a Web service adapter (for example, Precise Web Service).
The following figure shows how the Precise Custom Portal interacts with the various Web service adapters.

Figure 1-1 Precise Custom Portal architecture

The Precise Custom Portal supports JSR 286 standards and runs on MS Internet Explorer.

You can configure the refresh rate to determine how often the information displayed is automatically refreshed.

The information displayed in the various portlets is determined by the parameters you select when you configure the portlet. For example, the information displayed in a Precise portlet is determined by the technology that you want to analyze, and by the settings you use to define how you want to view the information (such as a table or bar chart).

About the Main menu

The Main menu (click after the Welcome message) allows access to most of the main features of the Precise Custom Portal.

The following table describes the functionality of each of the Main menu commands of the Precise Custom Portal.

Table 1-1 Commands list

Command name	Sub-command name	Description
Welcome		The Welcome message displays the greeting based on the user who logged in and what has been specified in the My Account entry of the Control panel. (Admin rights)

Command name	Sub-command name	Description
My Communities		My Communities lets you select the community whose pages you want to view. The initial choice is: • My Community (Choice between Private or Public Pages) • Guest (Public Pages) (Admin rights)
Settings		Settings provides you access to the following sub commands: • Control Panel • My Account • Layout Template • Manage Pages
	Control Panel	Control Panel enables you to manage the following features: • My Account • My Pages • Tags (Admin rights) • Users (Admin rights) • Organizations (Admin rights) • Communities (Admin rights) • User Groups (Admin rights) • Roles (Admin rights) • Password Policies (Admin rights) • Settings (Admin rights) • Monitoring (Admin rights) • Plugins Configuration (Admin rights) • Server Administration (Admin rights) • Portal Instances (Admin rights) • Plugins Installation (Admin rights)

Command name	Sub-command name	Description
	My Account	My Account lets you manage your own account settings (takes you to My Account feature in the Control Panel). You can manage the following features on this page: • Details • Password • Organizations • Communities • User Groups • Roles • Categorization • addresses • Phone Numbers • Additional Email Addresses • Websites • Instant Messenger • Social Network • SMS • OpenID • Announcements • Display Settings • Comments • Custom Attributes Changes can then be Saved or Cancelled.
	Layout Template	Layout Template lets you change the layout of the portlet page. You can choose a different layout for each page. For example, you can choose a two-column layout for one page, and a three-column layout for another page. Drag and drop the portlets to the column that you want to display them in. In total there are 19 different layouts. (Admin rights)
	Manage Pages	Manage Pages lets you change the theme of an individual page or set the theme for a number of pages at once. A page can inherit the look and feel of the topmost page in the tree, or it can have its own individual look and feel. You can also import and export themes. (Admin rights)
Log Out		Log Out lets you log out of the Precise Custom Portal.

About the Add menu

The Add menu (click the arrow after **Add**) allows access to the most frequently used Add features of the Precise Custom Portal.

The following table describes the functionality of each of the Add menu commands of the Precise Custom Portal.

Table 1-2 Add menu

Command name	Description
Portlet	Starts the process of adding a new portlet to the screen.
Page	Starts the process of adding a new page to the screen.
Time Frame	Starts the process of adding a Time Frame portlet to the screen.
Import From Precise	Starts the process of importing a portlet with information from Precise.

Customizing the look and feel of your dashboard

This topic includes the following sub-topics:

- About the configuration process
- About the Portlet toolbar
- Adding a portlet to a page
- Modifying a portlet's preference settings
- Removing a portlet from the dashboard
- Adding a page to the dashboard
- Removing a page from the dashboard
- Changing the look and feel of a page

About the configuration process

You can configure the Precise Custom Portal. You can decide which type of information is critical for you to see first when you analyze your system's performance. Based on your requirements, you determine which portlets to add to the dashboard, how you want the information displayed (for example, table or chart), and how you want the portlet to look.

About the Portlet toolbar

Use the Portlet toolbar to modify and configure the information displayed in a portlet. The following table describes the functionality of the portlet toolbar.

Table 1 Portlet toolbar

Icon	Function	Description
✎	Preferences	Click to modify what is displayed in the portlet by editing its preferences and parameters.
?	Help	Click to access the help available for the portlet.
⚙	Options	Click to show a drop-down menu with the following options: • Look and Feel • Configuration
▬	Minimize	Click to minimize the portlet.
▭	Maximize	Click to expand the portlet.
✕	Remove	Click to remove a portlet from the dashboard.

For more information about using portlets, see Adding a portlet to a page, Modifying a portlet's preference settings, and Removing a portlet from the dashboard.

Adding a portlet to a page

The Add Portlet list contains the list of all the portlets you can add to the dashboard, arranged in logical categories. You choose the portlets that you want to display from the Add Portlet list. After you add a portlet to the page, you can move it to another position on the page by dragging it to that position.

You can also use the search feature to narrow down your search for a particular portlet name or set of portlets belonging to a particular category.

The list of portlets that are available to you depends upon your role and the permissions assigned to you. For more information about using portlets, see About the Control panel, About the Portlet toolbar, Modifying a portlet's preference settings, and Removing a portlet from the dashboard.

To add portlets to a page

1. Open the Add Portlet list.
2. Click on the category containing the portlet that you want to add. Locate the portlet in the list and click **Add**. Continue adding as many portlets as you want.
   The portlets you selected are automatically added to the dashboard.
3. Close the Add Portlet list.
4. Click the Preferences icon and configure the portlet settings to determine what information will be displayed in the portlet.
5. Click **OK**.

To search for a specific portlet or set of portlets

1. In the Search portlets field in the Add Portlet dialog box, type the name of the portlet you are searching for. It is not necessary to type in the full name.

   > ⓘ Depending on the number of portlets that fit the search pattern, the search may take a few seconds before you receive a response to your query.

Modifying a portlet's preference settings

You can modify the preference settings for a portlet to determine which information to display, and in what format to display it in. For more information about using the portlet toolbae, see About the Portlet toolbar.

To modify a portlet's preference settings

1. Click the Preferences icon in the portlet that you want to modify.
2. Modify the relevant fields to determine what information to display and how it is displayed.
3. Click **OK**.

Removing a portlet from the dashboard

You can remove a portlet from the dashboard. For more information about using the portlet toolbar, see About the Portlet toolbar.

To remove a portlet from the dashboard

1. Click the Remove icon in the portlet that you want to delete.
2. On the confirmation window, click **OK**.

Adding a page to the dashboard

You can add pages to your dashboard and determine the order in which they are displayed. After you've added the new page to the dashboard, you can determine the order that you want to display the pages in and determine how you want the information to be arranged on the page.

> ⓘ   Each page is assigned a unique identifier for the specific layout. This identifier is displayed in the ID field.

To add a page to the dashboard

1. Click **Add Page**.
2. Insert the name of the page in the text field.
3. Click **Save**.
4. Add the portlets that you want to display on the page. For more information about adding portlets, see Adding a portlet to a page.

To set the order in which the pages are displayed, click the page tab and drag it to the left or right of another page tab to change the order in which the pages are displayed.

Removing a page from the dashboard

You can remove a page from the dashboard.

To remove a page from the dashboard

1. Click the **Delete** icon (✖) on the tab of the page that you want to delete.
2. Click **OK** to remove the page from the dashboard.

Changing the look and feel of a page

You can change the theme of an individual page or set the theme for a number of pages at once. A page can inherit the look and feel of the topmost page in the tree, or you can change the theme for an individual page to a different look and feel.

To change the theme of a page

1. On the Look and Feel tab in the Manage Pages dialog, do one of the following:
   - Click **Pages**, select the page you want to modify on the pages tree on the left, and then click the Look and Feel tab. On the Themes tab, select the theme you want to set the page to. This will change the look and feel of the selected page.
     OR
   - Click **Look and Feel**. On the Themes tab, select the theme you want to set the pages to. This will change the look and feel of all pages of the community.

2. Close the dialog box. The theme changes immediately.

Managing the Precise Custom Dashboard

This section includes the following topics:

About the Control panel

The Control panel lets you control which content a user can view by setting up roles for different users and assigning users to different groups. Assigning users to specific groups helps you administer the dashboard more efficiently. You can then assign roles or permissions to a group of users, instead of assigning them to individual users.

The following types of administration pages provide different scopes of administration:

- **User administration**. Lets you configure the settings of the logged in user.
- **Portal administration**. Lets you configure the highest level of administrative features. It provides access to all organization, roles, user groups, and user administration features in addition to portal settings and advanced content management.
- **Server administration**. Lets you administrate server related settings and plugins installations.

Changing the time zone

The administrator can change the time zone for the entire company by editing the company profile. Users can change their time zone setting on the My Account page in the Display settings entry.

To adjust the time zone settings for the entire company

1. Go to **Control Panel>Portal>Settings**.
2. In the Display Settings entry, you can set the time zone.
3. Click **Save**.

To adjust the time zone settings for an individual's account

1. Click **My Account**.
2. On the Display settings, in the Time Zone field, set the time zone by selecting a zone from the drop-down list.
3. Click **Save**.

Setting up user profiles

A user can belong to more than one user group. Users inherit the roles and permissions of the group they are assigned to. The permissions and roles assigned to a user determine the tasks the user can perform.

Before a user signs into the dashboard, he is considered a guest. Guest users have their own set of default permissions which can be customized by administrators. After a user signs into the dashboard, he is considered a registered user. Permissions are assigned to registered users as follows:

- Directly to the user
- To a community that the user belongs to
- To an organization that the user belongs to

- To a role that is directly assigned to the user
- To a role assigned to a community that the user belongs to
- To a role assigned to an organization the user belongs to

See Configuring roles in the dashboard and Where to go for more information.

To set up a new user profile

1. Go to **Control Panel>Portal>Users**.
2. Click **Add**.
3. Fill in the relevant information for the new user. You must enter a screen name, email address, first name, and last name.
4. Click **Save**.
5. Click **Password**.
6. Enter the password and confirm it.
7. Click **Save**.
8. Click **Back** to return to the Users

You can now add this user to an organization, community, and user group. You can also determine what the user will be allowed to do, such as, add permissions, or update and view information detailed information on the user's profile settings.

To edit an existing user's profile

1. Go to **Control Panel>Portal>Users**.
2. Click the Actions button on the row of the user you want to edit.
3. Click **Edit**.
4. Make the required changes.
5. Click **Save**.

To delete a user profile

1. Go to **Control Panel>Portal>Users**.
2. Search for the user that you want to remove.
3. Select the user.
4. Click **Disable**.
5. Click **OK**.
6. Use Advanced search to search for deactivated users (Active: No).
7. Select the required user and click **Delete**.

> ⓘ You can also restore a deactivated user at this stage.

8. Click **OK** if you want to permanently delete the user.

Setting up user groups

Organizing users in a group lets you assign roles to more than one user at a time, and helps you administer your organization more efficiently. Both roles and individual permissions can be assigned to user groups. Every user belonging to a user group will receive the roles or permissions of the user group.

To set up a new user group

1. Go to **Control Panel>Portal>User Groups**.
2. Click **Add**.
3. Type in the name of the new group in the Name field.
4. Add a description.
5. Click **Save**.

To edit a user group

1. Go to **Control Panel>Portal>User Groups**.
2. Click the Actions button on the row of the user group you want to edit.
3. Click **Edit**.
4. Make the required changes.
5. Click **Save**.

To delete a user group

1. Go to **Control Panel>Portal>User Groups**.
2. In the table, select the group or groups that you want to delete.
3. Click **Delete**.
4. Click **OK**.

Setting up Organizations

To add an organization

1. Go to **Control Panel>Portal>Organizations**.
2. Click **Add**.
3. Insert the name of the Organization.
4. Click **Save**.

> (i) If the Organization is part of a larger organization, first create the parent organization (select Regular Organization) and then create the sibling by adding its name, selecting Country, Region (if any), click Select, and selecting the parent organization.

To edit an organization

1. Go to **Control Panel>Portal>Organizations**.
2. Click the Actions button on the row of the organization you want to edit.
3. Click **Edit**.
4. Make the required changes.
5. Click **Save**.

To delete an organization

1. Go to **Control Panel>Portal>Organizations**.
2. Remove all Assigned Members from the relevant organization
   a. Click **Actions>Assign Members** on the row of the relevant organization.
   b. Clear the check marks in front of the members.
   c. Click **Update Associations**.
3. Click **Back**.
4. Select the organization that you want to delete
5. Click **Delete**.
6. Click **OK**.

Creating Communities

To add an community

1. Go to **Control Panel>Portal>Communities**.
2. Click **Add**.
3. Fill in the relevant information for the community, such as Name and Description.
4. Select the community type:

- **Open**. Available for all users.
- **Restricted**. Available for a restricted group of users.
- **Private**. Only available for you.

5. Mark the checkbox to make the community active.
6. Optionally, add one or more tags.
7. Click **Save**.

To edit an community

1. Go to **Control Panel>Portal>Communities**.
2. Click the Actions button on the row of the community you want to edit.
3. Click **Edit**.
4. Make the required changes.
5. Click **Save**.

To delete an community

1. Go to **Control Panel>Portal>Communities**.
2. Select the community that you want to delete
3. Click **Delete**.
4. Click **OK**.

Managing User Groups, Organizations, and Communities

To add a user to a user group

1. Go to **Control Panel>Portal>User Groups**.
2. Click the Actions button on the row of the user group to which you want to add a user.
3. Click **Assign Members**.
4. On the Available tab, select the users that you want to add to the user group or search for the required user(s) and select them.
5. Click **Update Associations**.
6. Select the Back icon.

To delete a user from a user group

1. Go to **Control Panel>Portal>User Groups**.
2. Click the Actions button on the row of the user group from which you want to delete a user.
3. Click **Assign Members**.
4. Clear the check box next to the users that you want to remove from the group.
5. Click **Update Associations**.
6. Select the Back icon.

To assign users to an organization

1. Go to **Control Panel>Portal>Organizations**.
2. Click the Actions button on the row of the organization to which you want to add a user.
3. Click **Assign Members**.
4. On the Available tab, select the users that you want to add to the organization or search for the required user(s) and select them.
5. Click **Update Associations**.
6. Select the Back icon.

To remove users from an organization

1. Go to **Control Panel>Portal>Organizations**.
2. Click the Actions button on the row of the organization from which you want to delete a user.
3. Click **Assign Members**.

4. Clear the check box next to the users that you want to remove from the organization.
5. Click **Update Associations**.
6. Select the Back icon.

To assign users, user groups, or organizations to a community

1. Go to **Control Panel>Portal>Communities**.
2. Click the Actions button on the row of the community to which you want to add a user, user group, or organization.
3. Click **Assign Members**.
4. Select the tab with the entity you want to take members from.
5. On the Available tab, select the users, user groups, or organizations that you want to add to the organization or search for the required user(s) and select them.
6. Click **Update Associations**.
7. Select the Back icon.

To delete users, user groups, or organizations from a community

1. Go to **Control Panel>Portal>Communities**.
2. Click the Actions button on the row of the community from which you want to delete a user, user group, or organization.
3. Click **Assign Members**.
4. Select the tab with the entity you want to clear the selection of the members from.
5. Clear the check box next to the users, user groups, or organizations that you want to remove from the organization.
6. Click **Update Associations**.
7. Select the Back icon.

Configuring roles in the dashboard

Roles are a collection of permissions. The Roles mechanism lets you control which portlets a user can view. Roles can be assigned to a user, community, or organization. If a role is assigned to a community or organization, all users that are members of that entity receive the collection of permissions assigned to that role.

Begin by settings up roles, associating permissions with them, and assigning them to individual users or communities. Then you can assign a role or roles to a portlet to determine which users can access the information displayed in that portlet.

See Determining which portlets a user can view and Where to go for more information.

To set up a new role

1. Go to **Control Panel>Portal>Roles**.
2. Click **Add**, to add a new role.
3. In the Name field, enter a name that identifies the role.
4. Select the type (Regular, Community, Organization)
5. Click **Save**.

To remove a role from the dashboard

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role that you want to remove.
3. Click **Delete**.
4. Click **OK**.

To change a role's name

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role whose name you want to change.

3. Click **Edit**.
4. In the New Name field, enter a name that identifies the role.
5. Click **Save**.

Managing roles

To assign permissions to a role for a user

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role for a user to which you want to assign permissions.
3. Click **Permissions**.
4. Set the permissions required by checking the relevant permissions.
5. Click **Submit**.
6. Click **Back**.

To assign permissions to a role for an organization

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role for an organization to which you want to assign permissions.
3. Click **Permissions**.
4. Set the permissions required by checking the relevant permissions.
5. Click **Submit**.
6. Click **Back**.

To assign permissions to a role for a user group

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role for a user group to which you want to assign permissions.
3. Click **Permissions**.
4. Set the permissions required by checking the relevant permissions.
5. Click **Submit**.
6. Click **Back**.

To assign permissions to a role for a guest user

> ⓘ Per definition, a guest user does not have permissions, but it is possible to change this as described in the following procedure.

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the role for a guest user to which you want to assign permissions.
3. Click **Define Permissions**.
4. Select either to **Add Portlet Permissions** or **Add Portal Permissions**.
5. Set the permissions required by checking the relevant permissions.
6. Click **Save**.
7. Click **Back**.

To assign a role to an end user

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the end user that you want to assign a role to.
3. Click **Assign Members**.
4. On the Users tab, click **Available**.
5. Select the users that you want to add the role to.
6. Click **Update Associations**.
7. Click **Back**.

To assign a role to a community

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the community that you want to assign a role to.
3. Click **Assign Members**.
4. On the Communities tab, click **Available**.
5. Select the community that you want to add the role to.
6. Click **Update Associations**.
7. Click **Back**.

To assign a role to an organization

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the organization that you want to assign a role to.
3. Click **Assign Members**.
4. On the Organizations tab, click **Available**.
5. Select the organization that you want to add the role to.
6. Click **Update Associations**.
7. Click **Back**.

To assign a role to a user group

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the user group that you want to assign a role to.
3. Click **Assign Members**.
4. On the User Groups tab, click **Available**.
5. Select the user group that you want to add the role to.
6. Click **Update Associations**.
7. Click **Back**.

To delete a role from an entity

1. Go to **Control Panel>Portal>Roles**.
2. Click the Actions button next to the entity from which you want to delete a role.
3. Click **Assign Members**.
4. On the tab for the selected entity, click **Available**.
5. Clear the checkbox for the role that you want to delete.
6. Click **Update Associations**.
7. Click **Back**.

Changing user passwords

The administrator can change a user's password by editing the user's profile. Users can change their own individual password on the My Account page.

> ⓘ If you want to receive email notification when you create a password for a new user or if you forget your password, verify that you install a SMTP server on the same machine the Precise Custom Dashboard is installed on.

To change another user's password

1. Log in to the Precise Custom Dashboard with administrator privileges.
2. Go to **Control Panel>Portal>Users**.
3. Verify that the user is active. Search for the user whose password you want to change.
4. Click the **Actions** button.
5. Click **Edit**.
6. On the Password tab, type in the new password in the **Password** and **Enter Again** fields.

7. Check **Password Reset Required** if you want the system to prompt the user to reset the password automatically.
8. Click **Save**.

To change your own password

1. Log in to the Precise Custom Dashboard as the user whose password you want to change.
2. Click **My Account**.
3. On the Password tab, type in the new password in the **Password** and **Enter Again** fields.
4. Click **Save**.

Setting up an enterprise profile

The enterprise profile contains the settings that will be used as default settings, each time a new user is added. For example, you can specify the enterprise name, which logo to display in the dashboard, set up the link the user will navigate to when clicking on Home or the logo, and the domain names that the server will recognize.

You can also change the time zone and language settings for the entire enterprise.

Determining which portlets a user can view

The Portlets tab displays a list of all available portlets, indicates whether they are currently active or inactive, and shows which groups have permission to use each portlet. You can edit a portlet's properties, as follows:

- Determine whether to make the portlet active or inactive.
- Assign which roles that will have access to the selected portlet. To edit a portlet's properties

1. Go to **Control Panel>Portal>Plugins Configuration**.
2. In the Plugins list, click the portlet that you want to edit.
3. In the text box, type the roles that you want to be associated with the selected portlet, one role per line. A user must belong to one of these roles to be able to add this portlet to a page.
4. Click **Save**.
5. Click **Back**.

Deploying portlet packs

The files that configure and define portlet packs are packaged as WAR files. Use these WAR files to hot-deploy portlet packs in the Precise Custom Dashboard.

To hot-deploy a portlet or adapter

1. On **Control Panel>Server>Plugins installation**, click **Install More Portlets**.
2. Go to **Upload file**.
3. Browse for the WAR file.
4. Click **Deploy**. The hot-deploy process can take a number of seconds to complete.

How to configure LDAP

Precise Custom Portal version 9.6 can integrate with Lightweight Directory Access Protocol (LDAP).

Once integrated with LDAP, Precise Custom Portal version 9.6 gets all users and groups from the LDAP and synchronizes them into its own database. Login passwords are authorized by LDAP, thus preventing the need to keep (and verify) the users' passwords within Precise Custom Portal. The following procedure describes how to configure LDAP.

To configure LDAP

1. Log in as Admin user to Custom Portal version 9.6.
2. Go to **Control Panel>Settings>Authentication>LDAP**.
3. Under **Authentication**, mark **Enabled**.
4. Under **Default Values**, mark **Microsoft Active Directory Server**.
5. Under **Connection**, provide the parameters described in the following table:

Parameter	Description
Base Provider URL	*<url_of_the_base_provider>*
Base DN	*<base_dn>*
Principal	<domain_name>\<user_name>
Credentials	*<password>*

6. Under **Users**, provide the parameters as described in the following table:

Parameter	Description
Authentication Search Filter	(&(objectCategory=person) (sAMAccountName=@screen-name@))
Import Search Filter	((objectclass=person)
User name	*<user_name>*
Password	*<password>*
Email address	*<email_address>*
First name	*<given_name>*
Last name	*<last_name>*
Job title	*<title>*

7. Under **Groups**, do not mark/configure anything.
8. Under Import/Export, mark or clear the parameters as described in the following table:

Parameter	Description
Import enabled	Mark
Import on startup enabled	Mark
Import interval	Any selection as long as it is not grayed-out.
Export enabled	Do not check this box.

9. Under **Password policy**, mark the "Use LDAP Password Policy" check box.

About the Administration portlets

The Administration portlets provide administrative utilities that expand the functionality of the Precise Custom Dashboard.

The following portlets are available:

- **Adapter Settings**. Lets you retrieve data from a specific source.
- **Portlet Upgrader**. Lets you upgrade all portlets that are using the same Precise installation (source) to another Precise installation (destination).
- **Refresh Rate Setting**. Lets you configure how often the information displayed in the dashboard is refreshed.

About the Adapter Settings portlet

An adapter retrieves data from a specific data source. An adapter is defined by a unique identifier, called the Adapter Identifier, and the parameters that define where it should retrieve information from.

The Adapter Settings portlet lets you add adapters to and remove adapters from the dashboard framework, and define data sources for each adapter.

> ⓘ Each data source represents an installation from which information is retrieved and displayed. An adapter can be associated with more than one data source.

Each data source has several fixed fields as well as fields that vary according to the adapter. For example:

- A DBAdapter represents an adapter for a database. Each data source defines a specific connection with a database.
- A Precise adapter represents the connection between the Precise Custom Dashboard and Precise.

The Precise adapter enables the user to communicate with different Precise installations from different versions (OOTB supporting v8, v8.x, v9, and v9.6).

Starting from v8.5, the AES encryption method was introduced in Precise. It is used as the default communication encryption method. For the adapter to communicate with the data source in the configuration process, the user will be prompted to copy the encryption key files from the Precise installation to the Precise Custom Portal installation.

The files reside in Precise under the `<precise_root>/infra/listener/etc/crypt` folder. The entire crypt folder should be copied to the Precise Custom Portal under the `<precise_root>/products/gui/website/asd_conf/data-sources-crypt/<data source server>-<data source port>` folder.

The following table describes the parameters you need to define for all types of adapters. Any additional fields that must be defined for a particular adapter are described in the help topics that are deployed with each adapter.

Table 3-1. Fixed Adapter Data Source fields

Field	Description
Name	A unique user-defined name that identifies the data source. the identifier is displayed in the Data source list when you edit a portlet.

Field	Description
User group	Indicates which user group has been granted permission to view information from this data source. This parameter is case-sensitive.
	ⓘ If the Group parameter is left empty, every user can view information from this data source.

See About the DBAdapter, About the Retrieve from Database portlet, and Assigning permissions to adapters through user groups.

To add an adapter

1. In the Adapter Settings portlet, on the Adapter Identifier field, click **Add**.
2. In the Adapter Address field, type the address of the adapter Web service.
3. Click **OK**.

To edit an adapter

1. Select the adapter.
2. In the Adapter Address field, change the address of the adapter Web service.
3. Click **OK**.

To delete an adapter

1. In the Adapter Settings portlet, on the Adapter Identifier field, click **Remove**.
2. Click **OK**.

To add a data source

1. In the Adapter Settings portlet, from the Adapter Identifier list, select the Adapter that you want to add a data source to.
2. Click **Add Data Source**.
3. Enter the parameters that define the selected data source.
4. Click **OK**.

To edit a data source

1. In the Adapter Settings portlet, from the Adapter Identifier list, select the Adapter whose data source you want to edit.
2. In the Adapter Data Sources table, locate the data resource that you want to edit.
3. Click **Edit**.
4. Enter the parameters that define the selected data source.
5. Click **OK**.

To delete a data source

1. In the Adapter Settings portlet, from the Adapter Identifier list, select the Adapter whose data source you want to remove.
2. In the Adapter Data Sources table, locate the data resource that you want to remove.
3. Click **Remove**.

Assigning permissions to adapters through user groups

Using the built-in security mechanism shipped with the Precise Custom Dashboard, you can control which data sources a user can retrieve information from. When you assign permissions to adapters the user can only see information from the data sources that he has been assigned to through his user group.

To assign permissions to an adapter

1. Create a user and associate the user with a user group. You also need to create the specific user group if it does not already exist.
2. In the Adapter Settings portlet, in the Adapter Identifier field, choose the adapter that you want to edit.
3. Do one of the following:
   - Edit an existing data source. Click **Edit**. In the User Group field, type the group that you want the data source to be associated with.
   - Add and define a new data source for the adapter. Click **Add Data Source**. Enter the parameters that define the selected data source. In the User Group field, type the group that you want the data source to be associated with.

About the DBAdapter

The DBAdapter is the default adapter that is shipped with the Precise Custom Dashboard. This adapter lets you retrieve data from the database of your choice.

The SQL Server JDBC driver is installed automatically during the installation of the Precise Custom Dashboard. If you want to add additional drivers, copy the driver's jar file to the following folder:

`<precise_root>\products\gui\website\webapps\DBAdapter\WEB-INF\lib\`

To load the JDBC driver, you are required to restart of the Precise Web GUI service. See Common JDBC drivers.

> ⓘ Only a user with Administrator privileges can configure a database as a data source. This is done in the Adapter Settings portlet.

The Name and Group fields are fixed fields which must be defined for every type of adapter. See About the Adapter Settings portlet and About the Retrieve from Database portlet.

The following table describes the additional parameters that must be defined for the database adapter to connect to a database.

Table 3-2 DBAdapter fields

Field	Description
Driver name	Driver Name Name of the database driver. This driver lets you access the database that you want to retrieve information from. For example, to connect to a SQL Server driver, type the following: `com.microsoft.sqlserver.jdbc.SQLServerDriver` The driver must be installed on the same server that the DB adapter is installed on. In many cases this will be the same server that the Precise Custom Dashboard is installed on.
Connection string	Location of the database that you want to connect to and the driver used to connect to it. For example: jdbc:sqlserver://myServer:9999;DatabaseName=users_99
User	User name that allows you to access information from the database.
Password	Password that allows the user to access information from the database.

See About the Adapter Settings portlet, About the Retrieve from Database portlet, and Common JDBC drivers.

Common JDBC drivers

JDBC drivers allow you to connect to databases that support Structured Query Language (SQL).

JDBC technology drivers are available from a number of vendors. The following lists provide information on what values must be entered in the DBAdapter portlet settings for popular databases.

The JDBC drivers need to be saved in:

`<precise_root>\products\gui\website\webapps\DBAdapter\WEB-INF\lib\`

The following table shows the information you must enter in the DBAdapter portlet settings to connect to a Microsoft SQL Server (2005) database.

Table 3-3 Microsoft SQL Server JDBC driver

JDBC driver	Value
Driver name	com.microsoft.sqlserver.jdbc.SQLServerDriver
Connection strong format	`jdbc:sqlserver://` `<host>:<port1433>;DatabaseName=<database>`

The following table shows the information you must enter in the DBAdapter portlet settings to connect to a MySQL database.

Table 3-4 MySQL JDBC driver

JDBC driver	Value
Driver name	com.mysql.jdbc.Driver
Connection string format	`jdbc:mysql://<host>:<port>/<databaseName>`

The following table shows the information you must enter in the DBAdapter portlet settings to connect to a Sybase database.

Table 3-5 Sybase JDBC driver

JDBC driver	Value
Driver name	com.sybase.jdbc2.jdbc.SybDriver
Connection string format	`jdbc:sybase:Tds:<host>:<port>/<databaseName>`

The following table shows the information you must enter in the DBAdapter portlet settings to connect to a Oracle database.

Table 3-6 Oracle JDBC driver

JDBC driver	Value
Driver name	oracle.jdbc.driver.OracleDriver
Connection string format	`jdbc:oracle:thin:@<host>:<port>:<sid>`

About the Portlet Upgrader portlet

This portlet is located in the portlets tree under admin.

The portlet gives you the functionality to upgrade all portlets that are using the same Precise installation (source) to another Precise installation (destination).

The portlet upgrader in the Precise Custom Portal v9.6 supports the portlet upgrade from Precise v8.0 to v8.5, v8.5/v8.7 to v9.0,and v9.0 to v9.6 adapter type data sources. The upgrade process will convert the portlet's request and parameters to match the new data source.

If the conversion logic fails for a portlet, it will be aborted, logged, and the process will continue with the next portlet. The logging output for the portlet upgrade process can be found in the `<precise_root>\products\gui\website\logs\upgrade.log` and `upgrade-report.log` files.

The following table describes the fields that are available in the portlet:

Table 3-7 Portlet Upgrader portlet

Fields	Description
Source adapter	List of defined adapters
Source data source	List of defined data sources for the selected source adapter
Destination adapter	List of defined adapters
Destination data source	List of defined data sources for the selected destination adapter

See Configuring the portlet.

About the Refresh Rate Settings portlet

The administrator can configure how often the information displayed in the dashboard is refreshed in the Refresh Rate Settings portlet. These settings apply to all pages on the dashboard.

To configure the refresh rate settings

1. On the Refresh Rate Settings portlet toolbar, click the Edit Preferences icon.
2. In the Page refresh rate (minutes) field, type how often you want the information displayed on the page to be refreshed.
3. Click **OK**.

About the Tools portlets

The Tools Portlets provide additional utilities that expand the functionality of the Precise Custom Dashboard. The following portlets are available:

- **IFrame**. Lets you display information from a specific URL address.
- **Log In**. Lets you access the My Account dialog box and modify your account settings.
- **Import from Precise**. Lets you create a new portlet page.
- **Quick Note**. Lets you add your own note or comments to a portlet page.
- **RSS**. Lets you display frequently updated Really Simple Syndication (RSS) content in a portlet. Retrieve from Database   Lets you query a database and display information from it.
- **Time Frame**. Lets you decide the period of time that you want to analyze.

About the IFrame portlet

The IFrame portlet lets you display information from a specific URL address. You must have administrator privileges to set up this portlet. See Configuring the portlet, Changing user passwords, and About the Main menu .

About the Log In portlet

The Log In portlet lets you access the My Account dialog box and modify your account settings. See Configuring the portlet, Changing user passwords, About the Main menu.

About the Import from Precise portlet

The Import from Precise portlet gives you the functionality to create portlets based on the view that has been exported from within Precise v9.6 using the Export to the Custom Portal Portlet feature.

> ⓘ Prerequisites for the use of this portlet is that you need to have the rights to add portlets.

To create a portlet with Import from Precise

1. Log in to the Precise Custom Portal.
2. Go to Add Portlet.
3. In the portlets tree under Tools, click **Add after Import from Precise**.
4. Select the data source.
5. Select the name that was used to create the Export to the Custom Portal Portlet view.

> ⓘ The date and time stamp will help you choose the most recent view. The last 50 saves are available.

6. Click **Generate the Portlet**.
7. Click **Preferences** if you want to change the default configuration. See Configuring the portlet.

About the Quick Note portlet

The Quick Note portlet lets you add your own note or comments to a portlet page.

About the RSS portlet

The RSS portlet lets you display frequently updated Really Simple Syndication (RSS) content in a portlet. You subscribe to a feed by entering the feed's URL (one per line) and the number of entries per feed.

> ⓘ It can take a while before content is displayed in this portlet.

About the Retrieve from Database portlet

The Retrieve from Database portlet lets you query a database and display information from it. The Administrator must configure the database as a data source (in the Adapter Settings portlet) before you can send it a query.

In the Filter Data By field, enter the name of the data source that you want to retrieve data from and enter an SQL statement that is used to query the database and retrieve the information. An SQL statement must begin with one of the following commands:

- Select

- With

You can also define the time frame for your retrieved information by entering an SQL statement. The time frame has four parameters:

- !~timeFrameFromString~! - This parameter is the start time in yyyy/mm/dd hh:mm:ss a format
- !~timeFrameToString~! - This parameter is the end time in yyyy/mm/dd hh:mm:ss a format
  Example To define a time frame that ends at 2010/01/16 02:20:45 am, enter the following query:
  ```
  select* from A where time > '!~timeFrameToString~!'
  ```
- !~timeFrameFromLong~! - This parameter is the start time
- !~timeFrameToLong~! - This parameter is the end time
  Example To define a time frame that ends at 123246486, enter the following query:
  ```
  select * from A where time > '!~timeFrameToLong~!'
  ```

> (i) In certain JDBC drivers, such as in Oracle JDBC, a query containing a count(*) function, must be typed as follows:
>
> ```
> select count(*) as c1 from table_1
> ```

> (i) Adding a semi-colon (;) at the end of a query causes a query parse error in some JDBC drivers.

When you choose a display view for the information retrieved from the database, verify that you choose a view that is appropriate to the query you selected.

The following table describes how the information retrieved from a database is displayed.

Table 3-8 Available display views

Format	Description
Table	Displays the data in table format.
Bar chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed along the X-axis. Remaining numeric columns are displayed as values in the chart.
Multiple line chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed along the X-axis. Remaining numeric columns are displayed as values in the chart.
Combined multiple line chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed along the X-axis. Remaining numeric columns are displayed as values in the chart.
	This chart has multiple Y-axes, each axis corresponding to a specific line.

Format	Description
Horizontal bar chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is always displayed. Remaining numeric columns are displayed as values in the chart.
Line chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed along the X-axis. Remaining numeric columns are displayed as values in the chart.
Multiple pie chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed as the name of the chart. Remaining numeric columns are displayed as values in the chart.
	Each row is displayed in a different pie.
Pie chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is displayed as the name of the chart. Remaining numeric columns are displayed as values in the chart.
	Only the values in the first row are displayed in the pie chart.
Ring chart	Only numeric data is displayed. Non-numeric data is ignored.
	The first column of data is always displayed. Remaining numeric columns are displayed as values in the chart.
	Only the values in the first row are displayed in the ring chart.

See Configuring the portlet, Defining the portlet data preferences, and About the DBAdapter.

About the Time Frame portlet

The Time Frame portlet lets you decide the period of time that you want to analyze. The time frame you select, affects the time frame used by all portlets displayed on the same page.

> ⓘ If you set up a different page to view additional portlets, it is recommended that you add the Time Frame portlet to the new page, and verify that you set it to the period of time that you want to display information on. If you don't add a Time Frame portlet to the page, the portlets on the page that are associated with the Time Frame portlet will automatically display information according to the data collected within the last 24 hours. This is also the default setting for all new time frames.

> ⓘ If you delete a Time Frame portlet from a page, the portlets on the page will continue to display information according to the last settings you configured in the Time Frame portlet.

You can either choose to define the time interval that you want to analyze, or to focus your analysis on the last <n> minutes, hours, days, weeks or months, relative to your own local time. The following table describes the time frame settings you can select.

Table 3-9 Time Frame options

Field	Description
From	Determines when the sampling period begins (date and time).
To	Determines when the sampling period ends (date and time).
Last	Lets you focus on the last <n> minutes, hours, days, weeks or months from the current time.

Configuring the portlet

You can determine the design of the portlet and the user permissions. To configure the portlet configuration

1. In the desired portlet, click the Options icon (⬛).
2. From the drop-down menu, select the Look and Feel icon.
3. In the dialog box that appears, move between the tabs to determine the portlet layout.
4. To save changes, click **Save**.
   To revert to the default settings, click **Reset**.

To define the portlet's user permissions

1. In the desired portlet, click the Options icon (⬛).
2. From the drop-down menu, select the Configuration icon.
3. In the dialog box that appears, use the Permissions tab to edit the user permissions.
4. To save changes, click **Submit**.

Defining the portlet data preferences

You can determine which information to display in a portlet and in what format you want it to be displayed (such as a table, chart or gauge).

You can determine what information is displayed in a portlet and the portlet's width and height.

To define the portlet's preferences

1. In the Title area of the portlet, click on the existing title and rename it to a title that helps you remember what is displayed in the portlet.
2. Click the Preferences icon (✎) to edit the portlet preferences.
3. Under Show fields, choose the information that you want to display in the portlet.
4. Under Filter data by, determine which information to display. Depending upon the Precise installation/data source selected you may be prompted to enter additional information.
   If the Filter field supports the use of wildcard characters, use the percentage (%) character.
5. Under Properties, determine how you want the information displayed, as follows:

Field	Description
View data as	Determines whether data is displayed as a table or chart. If the data is of the same unit and type, it is displayed in the same chart.
Chart height	If you choose to display the data in a chart, determines the height of the chart, in pixels.

Field	Description
Position legend	If you choose to display the data in a chart, determines where to position the legend (options include top, bottom, left, or right of the chart).
Portlet height	Determines the height of the portlet, in pixels.
Portlet width	Determines the width of the portlet, in pixels. The width of the portlet is also influenced by the layout of the page the portlet is displayed on.
Free text	Allows you to enter text that is displayed at the top of the portlet. You can use this text to explain what the purpose of the portlet is, or give an overview of what is displayed in the portlet.

6. Click **OK**.

Removing a portlet package from the Precise Custom Dashboard

The portlet package is saved as a compressed WAR file.

To remove a portlet package from the Precise Custom Portal

1. Delete the WAR file from the *<precise_root>*\products\gui\website\webapps folder.
2. Restart the Precise Custom Dashboard service and restart the browser.

Where to go for more information

For more information on the administration portlets, check the *Liferay Portal 5 - Portal Administration Guide* in the Documentation section, in the Developer Zone, on the Liferay Website (www.liferay.com).

For the latest information on the Precise Custom Dashboard, see the Precise Customer Support Portal.

Introducing the Precise portlets

This section includes the following topic:

- About Precise portlets

About Precise portlets

The Precise Custom Portal lets you determine which portlets to view, what information to display, and how to display that information. All information displayed in the Precise portlets is derived from Precise data.

Changing a portlet title to a logical name helps you keep track of the information that is most significant to you and your organization. Additional information regarding the Precise portlets is available in the Precise product suite documentation.

The Precise Custom Portal's 'Add a Portlet' menu offers the following predefined portlets, categorized as they appear in the table below:

Table 4-1

Category	Portlet name	For more information
Admin	Adapter Setting portlet	About the Adapter Settings portlet
	Portlet Upgrader portlet	About the Portlet Upgrader portlet
	Refresh Rate Settings portlet	About the Refresh Rate Settings portlet
Alerts	Alerts portlet	About the Alerts portlet
	Application Status portlet	About the Application Status portlet
Applications	.NET Activity by CLR portlet	About the .NET Activity by CLR portlet
	.NET Business View portlet	About the .NET Business View portlet
	ASP .NET Activity Over Time portlet	About the ASP .NET Activity Over Time portlet
	ASP .NET Business View portlet	About the ASP .NET Business View portlet
	ASP .NET Top Requests portlet	About the ASP .NET Top Requests portlet
	J2EE Activity by JVM portlet	About the J2EE Activity by JVM portlet
	J2EE Activity Over Time portlet	About the J2EE Activity Over Time portlet
	J2EE Business View portlet	About the J2EE Business View portlet
	J2EE Load Balancing portlet	About the J2EE Load Balancing portlet

Category	Portlet name	For more information
	J2EE Memory and CPU portlet	About the J2EE Memory and CPU portlet
	J2EE Service Breakdown portlet	About the J2EE Response Time Breakdown portlet
	J2EE Statistic Counter - Data Sources portlet	About the J2EE Statistic Counter - Data Sources portlet
	J2EE Statistic Counter - Overtime Behavior portlet	About the J2EE Statistic Counter - Overtime Behavior portlet
	J2EE Top Entry Point portlet	About the J2EE Top Entry Point portlet
	J2EE Top Executions portlet	About the J2EE Top Executions portlet
	J2EE Top Methods portlet	About the J2EE Top Methods portlet
	J2EE Top SQL and Exit Point portlet	About the J2EE Top SQL and Exit Point portlet
	Web business View portlet	About the Web business View portlet
	Web Server Activity by Instance portlet	About the Web Server Activity by Instance portlet
	Web Server Activity Over Time portlet	About the Web Server Activity Over Time portlet
	Web Server Top Locations portlet	About the Web Server Top Locations portlet
	Web Server Top URLs portlet	About the Web Server Top URLs portlet
	Web Top Pages portlet	About the Web Top Pages portlet
	Web Top Transactions portlet	About the Web Top Transactions portlet
	Web Top Users portlet	About the Web Top Users portlet
Oracle Tuxedo	Tuxedo Activity Over Time portlet	About the Tuxedo Activity Over Time portlet
	Tuxedo Top Server Processes portlet	About the Tuxedo Top Server Processes portlet
	Tuxedo Top Services portlet	About the Tuxedo Top Services portlet

Category	Portlet name	For more information
Databases	Oracle Activity by Instance portlet	About the Oracle Activity by Instance portlet
	Oracle Activity Over Time portlet	About the Oracle Activity Over Time portlet
	Oracle Business View portlet	About the Oracle Business View portlet
	Oracle Top Programs portlet	About the Oracle Top Programs portlet
	Oracle Top Statements portlet	About the Oracle Top Statements portlet
	Oracle Top Users portlet	About the Oracle Top Users portlet
	SQL Server Activity by Database portlet	About the SQL Server Activity by Database portlet
	SQL Server Activity Over Time portlet	About the SQL Server Activity Over Time portlet
	SQL Server Business View portlet	About the SQL Server Business View portlet
	SQL Server Top Programs portlet	About the SQL Server Top Programs portlet
	SQL Server Top Statements portlet	About the SQL Server Top Statements portlet
	Sybase Activity by Database portlet	About the Sybase Activity by Database portlet
	Sybase Business View portlet	About the Sybase Business View portlet
	Sybase Top Statements portlet	About the Sybase Top Statements portlet
OS	Citrix Top Applications portlet	About the Citrix Top Applications portlet
	Physical Memory portlet	About the Physical Memory portlet
	Server CPU Queue Load portlet	About the Server CPU Queue Load portlet
	Server CPU Utilization Gauge portlet	About the Server CPU Utilization Gauge portlet

Category	Portlet name	For more information
	Server Group Key Performance Indicator portlet	About the Server Group Key Performance Indicator portlet
	Server Utilization portlet	About the Server Utilization portlet
	Server Utilization Over Time portlet	About the Server Utilization Over Time portlet
	Virtual Memory portlet	About the Virtual Memory portlet
Packaged Applications	Oracle Apps Top Forms portlet	About the Oracle Apps Top Forms portlet
	Oracle Top Applications portlet	About the Oracle Top Applications portlet
	PeopleSoft Application Over Time portlet	About the PeopleSoft Application Over Time portlet
	SAP Top Transactions portlet	About the SAP Top Transactions portlet
	SAP Top Users portlet	About the SAP Top Users portlet
	Siebel Application Business View portlet	About the Siebel Application Business View portlet
	Siebel Location Business View portlet	About the Siebel Location Business View portlet
TPM	Application Overview portlet	About the Application Overview portlet
	Applications portlet	About the Applications portlet
	Instances portlet	About the Instances portlet
	Locations portlet	About the Locations portlet
	Transactions portlet	About the Transactions portlet
	Users portlet	About the Users portlet
Business View	Web Business View portlet	About the Web Business View portlet pack
	J2EE Business View portlet	About the J2EE Business View portlet
	ASP .NET Business View portlet	About the ASP .NET Business View portlet

Category	Portlet name	For more information
	.NET Business View portlet	About the .NET Business View portlet
	Oracle Business View portlet	About the Oracle Business View portlet
	SQL Server Business View portlet	About the SQL Server Business View portlet
	Sybase Business View portlet	About the Sybase Business View portlet
	Siebel Application Business View portlet	About the Siebel Application Business View portlet
	Siebel Location Business View portlet	About the Siebel Location Business View portlet

About the Administration (Admin) portlets

About the Adapter Settings portlet

For information regarding the Adaptor Settings portlet, see About the Adapter Settings portlet.

About the Portlet Upgrader portlet

For information regarding the Portlet Upgrader portlet, see About the Portlet Upgrader portlet.

About the Refresh Rate Settings portlet

For information regarding the Refresh Rate Settings portlet, see About the Refresh Rate Settings portlet.

About the Alerts portlets

This section includes the following topics:

- About the Alerts portlet
- About the Application Status portlet

About the Alerts portlet

The Alerts portlet displays the top alerts for a selected instance or for all instances in a selected Tier. This view easily identifies the alerts consuming the most resources. Selecting an alert launches Precise Alerts in context.

The following table describes the fields displayed in this portlet.

Table 6-1 Alerts fields

Field	Description
Alert	Displays the name of the monitored application.
Metric	Displays the name of the metric. Clicking on the metric launches Precise Alerts in context.
Tier	Displays the name of the Tier.

You can control the information displayed in the portlet and the portlet layout. See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Application Status portlet

The Application Status portlet displays the alerts status metrics of the Tiers in a selected application.

> ⓘ The information displayed in the Application Status portlet is not influenced by the time frame selected in the Time Frame portlet.

The following table describes the fields displayed in this portlet.

Table 6-2 Application Status fields

Field	Description
Tier	Displays the name of the Tier.
Summary	Indicates the highest severity of all metrics in all metric sets (such as, Status, Performance, Load, Service, Performance Trending, and Load Trending), that occurred during the last sampling period.
Instances with Alerts	Displays the total number of instances in the Tier that have at least one metric with near-critical or critical status.
Status	Indicates the highest severity alert of the Status metrics that occurred during the last sampling period.

Field	Description
Performance	Indicates the highest severity alert of the Performance metrics that occurred during the last sampling period.
Load	Indicates the highest severity alert of the Load metrics that occurred during the last sampling period.
Service	Indicates the highest severity alert of the Service metrics that occurred during the last sampling period.
Performance Trending	Indicates the highest severity alert of the Performance Trending metrics that occurred during the last sampling period.
Load Trending	Indicates the highest severity alert of the Load Trending metrics that occurred during the last sampling period.
Custom	Indicates the highest severity alert of the Customized metrics that occurred during the last sampling period.
Metrics with Alerts	Displays the number of metrics with near-critical and critical alerts that occurred during the last sampling period.
Metrics with Alerts (History)	Displays the number of near-critical and critical alerts that occurred during a pre-defined period. This period is called the History period and is defined in Precise. The history of an Tier lets you detect unstable performance that occurred during the history period, even if the values of the last data that you sampled were within acceptable limits.
Critical Alerts	Displays the number of critical alerts that occurred during the last sampling period.
Near-Critical Alerts	Displays the number of near-critical alerts that occurred during the last sampling period.
Normal Alerts	Displays the number of normal alerts that occurred during the last sampling period.
Critical Alerts (History)	Displays the number of critical alerts that occurred during a pre-defined period. This period is called the History period and is defined in Precise. The history of an Tier lets you detect unstable performance that occurred during the history period, even if the values of the last data that you sampled were within acceptable limits.
Near-Critical Alerts (History)	Displays the number of near-critical alerts that occurred during a pre-defined period. This period is called the History period and is defined in Precise. The history of an Tier lets you detect unstable performance that occurred during the history period, even if the values of the last data that you sampled were within acceptable limits.

Field	Description
Normal Alerts (History)	Displays the number of normal alerts that occurred during a pre-defined period. This period is called the History period and is defined in Precise. The history of an Tier lets you detect unstable performance that occurred during the history period, even if the values of the last data that you sampled were within acceptable limits.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Applications portlets

This section includes the following topics:

About the .NET Activity by CLR portlet

The .NET Activity by CLR portlet displays the .NET activity by CLR in either a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-1 .NET Activity by CLR fields

Field	Description
instance	The name of a process that executes a CLR. Multiple simultaneous executions of the same process on the same server (each with its own CLR) are considered the same instance.

Field	Description
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the number of times a Microsoft ASP.NET service was executed.
SLA Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that did not meet Microsoft ASP.NET services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that are close to their Microsoft ASP.NET services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Microsoft ASP.NET services with SLA settings that did meet the Microsoft ASP.NET services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the .NET Business View portlet

For information regarding the .NET Business View portlet, see About the .NET Business View portlet.

About the ASP .NET Activity Over Time portlet

The ASP .NET Activity Over Time portlet displays the overtime resource usage of the selected instance.

To view data in this portlet, verify that Precise for Microsoft .NET is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-2 ASP.NET Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the number of times a Microsoft ASP.NET service was executed.
SLA Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that did not meet Microsoft ASP.NET services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that are close to their Microsoft ASP.NET services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Microsoft ASP.NET services with SLA settings that did meet the Microsoft ASP.NET services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the ASP .NET Business View portlet

For information regarding the ASP .NET Business View portlet, see About the ASP .NET Business View portlet.

About the ASP .NET Top Requests portlet

The ASP .NET Top Requests portlet displays the top ASP .NET requests either in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for Microsoft .NET is installed in the selected application, and is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-3 ASP.NET Top Request fields

Field	Description
Service Request	Displays the top Microsoft ASP.NET service or services.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the number of times a Microsoft ASP.NET service was executed.
SLA Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that did not meet Microsoft ASP.NET services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Microsoft ASP.NET services with SLA settings that are close to their Microsoft ASP.NET services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Microsoft ASP.NET services with SLA settings that did meet the Microsoft ASP.NET services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Activity by JVM portlet

The J2EE Activity by JVM portlet displays the top J2EE activities by JVM in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for J2EE is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-4 J2EE Activity by JVM fields

Field	Description
JVM	Displays the name of the monitored instance.

Field	Description
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the total processing time of the original J2EE method.
Database Times (Summed)	Displays the total processing time of database-related activities (for example, JDBC calls).
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time of the original J2EE method.
Database Time (Avg)	Displays the average processing time of database-related activities.
Executions	Displays the number of times a J2EE method was executed.
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Activity Over Time portlet

The J2EE Activity Over Time portlet displays the overtime resource usage of the selected instance.

To view data in this portlet, verify that Precise for J2EE is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-5 J2EE Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time of the original J2EE method.
Database Times (Summed)	Displays the sum of the processing time of database-related activities (for example, JDBC calls).
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time of the original J2EE method.
Database Time (Avg)	Displays the average processing time of database-related activities.
Executions	Displays the number of times a J2EE method was executed.
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Business View portlet

For information regarding the J2EE Business View portlet, see About the J2EE Business View portlet.

About the J2EE Load Balancing portlet

> ⓘ This portlet works with Precise v9.0 or higher.

The J2EE Load Balancing portlet displays the J2EE load balancing in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

The following table describes the fields displayed in this portlet.

Table 7-6 J2EE Load Balancing fields

Field	Description
Status	Displays the monitoring status of the instance.
Instance	Displays the name of the instance.
Server	Displays the name of the server.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the number of times the instance was executed.
Avg. Memory (Bytes)	Displays the instance's average memory consumption.
CPU (%)	Displays the instance's relative CPU consumption rate.
Availability	Displays the instance's availability rate.
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Memory and CPU portlet

> ⓘ This portlet works with Precise v9.0 or higher.

The J2EE Memory and CPU portlet displays the memory used in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources. The following table describes the fields displayed in this portlet.

Table 7-7 J2EE Memory and CPU fields

Field	Description
Time	Displays the time frame in which the performance data was collected.
Used Heap	Displays the heap used in the selected time frame.
Total Allocated Heap	Displays the total byte value of heap allocated to the selected instance or all instances.

Field	Description
Maximum Allowed Heap Size	Displays the top threshold of heap allocated to the selected instance or all instances.
Maximum Used Heap	Displays the amount of heap used at the highest point of heap consumption.
Minimum Used Heap	Displays the amount of heap used at the lowest point of heap consumption.
Major Garbage Collection (%)	Displays the relative time spent in garbage collection in the selected time frame.
CPU Consumption	Displays the relative CPU consumption in the selected time frame.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Response Time Breakdown portlet

> ⓘ This portlet works with Precise v9.0 or higher.

The J2EE Response Time Breakdown portlet displays the average response time in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

The following table describes the fields displayed in this portlet.

Table 7-8 J2EE Response Time Breakdown fields

Field	Description
Time	Displays the time frame in which the presented performance data was collected.
HTTP	Displays the relative average response time spent executing HTTP requests.
Struts	Displays the relative average response time spent executing Struts requests.
Spring	Displays the relative average response time spent executing Spring requests.
EJB	Displays the relative average response time spent executing EJB requests.
Lock	Displays the relative average response time spent in lock.
Hibernated/JPA	Displays the relative average response time spent executing Hibernated/JPA requests.

Field	Description
JDBC	Displays the relative average response time spent executing JDBC requests.
Web Service	Displays the relative average response time spent executing Web Service requests.
RMI	Displays the relative average response time spent executing RMI requests.
SAP RFC	Displays the relative average response time spent executing SAP RFC requests.
Tuxedo	Displays the relative average response time spent executing Tuxedo requests.
Custom	Displays the relative average response time spent executing user-defined method requests.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Statistic Counter - Data Sources portlet

ⓘ   This portlet works with Precise v9.0 or higher.

The J2EE Statistic Counter - Data Sources portlet displays the J2EE category in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

The following table describes the fields displayed in this portlet.

Table 7-9 J2EE Statistic Counter - Data Sources fields

Field	Description
Data Source	Name of the Data Source.
Min Value	Displays the minimum value of performance statistics.
Avg Value	Displays the average value of performance statistics.
Max Value	Displays the maximum value of performance statistics.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Statistic Counter - Overtime Behavior portlet

ⓘ   This portlet works with Precise v9.0 or higher.

The J2EE Statistic Counter - Overtime Behavior portlet displays the overtime resource usage of the selected server. The following table describes the fields displayed in this portlet.

Table 7-10 J2EE Statistic Counter - Overtime Behavior fields

Field	Description
Time	Displays the time frame in which the presented performance data was collected.
Avg Value	Displays the average value of performance statistics.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Top Entry Points portlet

ⓘ   This portlet works with Precise v9.0 or higher.

The J2EE Top Entry Points portlet displays the top J2EE entry points in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

The following table describes the fields displayed in this portlet.

Table 7-11 J2EE Top Entry Points fields

Field	Description
Name	Displays the name of the instance.
Avg. Response Time (Sec)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the amount of executions of the instance.
Type	Displays the entry point type (e.g. HTTP, Custom).
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.
Sum. Response Times	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Sum. Work Times	Displays the sum of the processing time of the original J2EE method.

Field	Description
Max. Response Time (Sec)	Displays the maximum time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Sum. CPU Time	Displays the aggregated CPU time recorded in the selected time frame.
Max. CPU Time (Sec)	Displays the highest CPU time recorded in the selected time frame.
Sum. CPU Work Times	Displays the aggregated CPU work time recorded in the selected time frame.
Avg. Work Time (Sec)	Displays the average work time for the selected time frame.
Min. Response Time (Sec)	Displays the minimum time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Avg. CPU Time (Sec)	Displays the average CPU time for all entry points in the selected time frame.
Avg. CPU Work Time (Sec)	Displays the average CPU work time for all entry points in the selected time frame.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Top Execution Types portlet

The J2EE Top Execution Types portlet displays the top J2EE execution types in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for J2EE is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their cause.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-12 J2EE Top Execution Types fields

Field	Description
Type	Displays the top J2EE execution types.

Field	Description
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time of the original J2EE method.
Database Times (Summed)	Displays the sum of the processing time of database-related activities (for example, JDBC calls).
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time of the original J2EE method.
Database Time (Avg)	Displays the average processing time of database-related activities.
Executions	Displays the number of times a J2EE method was executed.
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Top Methods portlet

The J2EE Top Methods portlet displays the top J2EE methods in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for J2EE is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ When the chosen application is v8.x, the configuration screen of this portlet is different than when your chosen application is v9.0 or higher.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-13 J2EE Top Method Execution fields

Field	Description
Method Execution	Displays the top J2EE method execution or executions.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time of the original J2EE method.
Execution Times (Summed)	Summarizes the time that executed elements contributed to the original J2EE method response time. For example, an internally executed Servlet or JSP, an EJB call, or a JDBC call, contribute to the method response time.
Database Times (Summed)	Displays the sum of the processing time of database-related activities (for example, JDBC calls).
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time of the original J2EE method.
Execution Time (Avg)	Displays the average time that executed elements contributed to the original J2EE method response time.
Database Time (Avg)	Displays the average processing time of database-related activities.
Executions	Displays the number of times a J2EE method was executed.
SLA Breach	Displays the percentage of executions that exceeded the defined SLA threshold settings.
SLA Near-Breach	Displays the percentage of executions that approached the defined SLA threshold settings.
SLA OK	Displays the percentage of executions that did not meet the defined SLA threshold settings.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the J2EE Top SQL and Exit Points portlet

> ⓘ   This portlet works with Precise v9.0 or higher.

The J2EE Top SQL and Exit Points portlet displays the top J2EE SQL and exit points in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

The following table describes the fields displayed in this portlet.

Table 7-14 J2EE Top SQL and Exit Points fields

Field	Description
Name	Displays the name of the SQL or exit point.
Work Impact (5)	Displays the relative
Avg. response Time (Sec)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Executions	Displays the number of times the SQL or exit point was executed.
Type	Displays the SQL or exit point type.
Sum. Response Times	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Max. Response Time (Sec)	Displays the maximum time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Min. Response Time (Sec)	Displays the minimum time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Business View portlet

For information regarding the Web Business View portlet, see About the Web Business View portlet.

About the Web Server Activity by Instance portlet

The Web Server Activity by Instance portlet displays the Web server activity by instance in the selected Tier. This view easily identifies the instances consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-15 Web Server Activity by Instance fields

Field	Description
Instance	Displays the name of Web instances included in the same application.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective, sampled during the selected time frame. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web URL.
SLA Breach	Displays the percentage of Web URLs with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of Web URLs with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of Web URLs with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Server Activity Over Time portlet

The Web Server Activity Over Time displays the overtime resource usage of the selected instance. To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-16 Web Server Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective, sampled during the selected time frame. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web URL.
SLA Breach	Displays the percentage of Web URLs with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of Web URLs with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of Web URLs with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Server Top Locations portlet

The Web Server Top Locations portlet displays the top Web server locations in a selected instance or in all instances in the selected Tier. This view easily identifies the instances consuming the most resources.

To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-17 Web Server Top Locations fields

Field	Description
Location	Displays the name (configured in Precise) of a Network subnet or a group of client IPs.
Service + Network Times (Summed)	Displays total service and network time, including the total amount of time the request took to reach the server.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Service + Network Time (Avg)	Displays the average service and network time, including the average amount of time the request took to reach the server.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web Server location.

Field	Description
SLA Breach	Displays the percentage of Web Server locations with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of Web Server locations with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of Web Server locations with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Server Top URLs portlet

The Web Server Top URLs portlet displays the top Web server URLs in a selected instance or in all instances in the selected Tier. This view easily identifies the instances consuming the most resources.

To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-18 Web Server Top URL fields

Field	Description
URL	Displays the top Web server-side URLs.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.

Field	Description
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web URL.
SLA Breach	Displays the percentage of top Web server-side URLs with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of top Web server-side URLs with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of top Web server-side URLs with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Top Pages portlet

The Web Top Pages portlet displays the top Web pages in a selected instance or in all instances in the selected Tier. This view easily identifies the instances consuming the most resources. Selecting a page name launches Precise for Web in context.

To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-19 Web Top Pages fields

Field	Description
Location	Displays the name (configured in Precise) of a Network subnet or a group of client IPs.
Service + Network Times (Summed)	Displays total service and network time, including the total amount of time the request took to reach the server.

Field	Description
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Service + Network Time (Avg)	Displays the average service and network time, including the average amount of time the request took to reach the server.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web Server location.
SLA Breach	Displays the percentage of Web Server locations with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of Web Server locations with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of Web Server locations with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Top Transactions portlet

The Web Top Transactions portlet displays the top Web transactions in a selected instance or in all instances in the selected Tier. This view easily identifies the instances consuming the most resources. Selecting a page name launches Precise for Web in context.

To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-20 Web Top Transactions fields

Field	Description
Location	Displays the name (configured in Precise) of a Network subnet or a group of client IPs.
Service + Network Times (Summed)	Displays total service and network time, including the total amount of time the request took to reach the server.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Service + Network Time (Avg)	Displays the average service and network time, including the average amount of time the request took to reach the server.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.
Executions	Displays the number of HTTP requests received for a Web Server location.
SLA Breach	Displays the percentage of Web Server locations with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of Web Server locations with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).

Field	Description
SLA OK	Displays the percentage of Web Server locations with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Web Top Users portlet

The Web Top Users portlet displays the top Web users in a selected instance or in all instances in the selected Tier. This view easily identifies the instances consuming the most resources. Selecting a page name launches Precise for Web in context.

To view data in this portlet, verify that a Web server is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 7-21 Web Top Users fields

Field	Description
URL	Displays the top Web server-side URLs.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time to read the request from the network and the time to send the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.
Work Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the average time it took to read the request from the network and the average time it took to send the response back to the client through the network.

Field	Description
Executions	Displays the number of HTTP requests received for a Web URL.
SLA Breach	Displays the percentage of top Web server-side URLs with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of top Web server-side URLs with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of top Web server-side URLs with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Tuxedo portlets

This section includes the following topics:

- About the Tuxedo Activity Over Time portlet
- About the Tuxedo Top Server Processes portlet
- About the Tuxedo Top Services portlet

About the Tuxedo Activity Over Time portlet

The Tuxedo Activity Over Time portlet displays the overtime resource usage of the selected server.

To view data in this portlet, verify that the Insight Tuxedo agent is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 8-1 Tuxedo Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Queue Times (Summed)	Displays the total time that Tuxedo services waited in the server process queue, before being processed.
Work Times (Summed)	Displays the sum of the processing time of the original Tuxedo service.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Queue Time (Avg)	Displays the average time that Tuxedo services waited in the server process queue, before being processed.
Work Time (Avg)	Displays the average processing time of the original Tuxedo service.
Executions	Displays the number of times a Tuxedo activity was executed.

Field	Description
SLA Breach	Displays the percentage of Tuxedo services with SLA settings that did not meet Tuxedo services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Tuxedo services with SLA settings that are close to their Tuxedo services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Tuxedo services with SLA settings that did meet the Tuxedo services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Tuxedo Top Server Processes portlet

The Tuxedo Top Services portlet displays the top Tuxedo services in a selected instance or in all instances in the selected Tier. This view easily identifies the services consuming the most resources.

To view data in this portlet, verify that the Insight Tuxedo agent is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 8-2 Tuxedo Top Server Processes fields

Field	Description
Server Process	Displays the top Tuxedo server processes in the selected application.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time of the original Tuxedo service.
Execution Times (Summed)	Displays the sum of the processing time of services called by the original services.
Queue Times (Summed)	Displays the queue time of service requests before being processed.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.

Field	Description
Work Time (Avg)	Displays the average processing time of the original Tuxedo service.
Execution Time (Avg)	Displays the average processing time of the services called by the original services.
Queue Time (Avg)	Displays the average queue time of service requests before being processed.
Executions	Displays the number of times a Tuxedo activity was executed.
SLA Breach	Displays the percentage of Tuxedo services with SLA settings that did not meet Tuxedo services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Tuxedo services with SLA settings that are close to their Tuxedo services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Tuxedo services with SLA settings that did meet the Tuxedo services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Tuxedo Top Services portlet

The Tuxedo Top Services portlet displays the top Tuxedo services in a selected instance or in all instances in the selected Tier. This view easily identifies the services consuming the most resources.

To view data in this portlet, verify that the Insight Tuxedo agent is installed in the selected application.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 8-3   Tuxedo Top Services fields

Field	Description
Service	Displays the top Tuxedo service or services.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time of the original Tuxedo service.

Field	Description
Execution Times (Summed)	Summarizes the time that internally executed elements contributed to Tuxedo response time.
Queue Times (Summed)	Displays the queue time of service requests before being processed.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time of the original Tuxedo service.
Execution Time (Avg)	Displays the average time that internally executed elements contributed to Tuxedo response time.
Queue Time (Avg)	Displays the average queue time of service requests before being processed.
Executions	Displays the number of times a Tuxedo service was executed.
SLA Breach	Displays the percentage of Tuxedo services with SLA settings that did not meet Tuxedo services' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Tuxedo services with SLA settings that are close to their Tuxedo services' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Tuxedo services with SLA settings that did meet the Tuxedo services' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Databases portlets

This section includes the following topics:

- About the Oracle Activity by Instance portlet
- About the Oracle Activity Over Time portlet
- About the Oracle Business View portlet
- About the Oracle Top Programs portlet
- About the Oracle Top Statements portlet
- About the Oracle Top Users portlet
- About the SQL Server Activity by Database portlet
- About the SQL Server Activity Over Time portlet
- About the SQL Server Business View portlet
- About the SQL Server Top Programs portlet
- About the SQL Server Top Statements portlet
- About the Sybase Activity by Database portlet
- About the Sybase Business View portlet
- About the Sybase Top Statements portlet

About the Oracle Activity by Instance portlet

The Oracle Activity by Instance portlet displays the Oracle activity by instance in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-1 Oracle Activity by Instance fields

Field	Description
Instance	Displays the Oracle database instances included in the same application.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database, using the database link.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.

Field	Description
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database, using the database link.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of Oracle programs with SLA settings that did not meet Oracle programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle programs with SLA settings that are close to their Oracle programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle programs with SLA settings that did meet the Oracle programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Activity Over Time portlet

The Oracle Activity Over Time portlet displays the overtime resource usage of the selected instance.

To view data in this portlet, verify that Precise for Oracle is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-2 Oracle Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database, using the database link.

Field	Description
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database, using the database link.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of Oracle programs with SLA settings that did not meet Oracle programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle programs with SLA settings that are close to their Oracle programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle programs with SLA settings that did meet the Oracle programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Business View portlet

For information regarding the Oracle Business View portlet, see About the Oracle Business View portlet.

About the Oracle Top Programs portlet

The Oracle Top Programs portlet displays the top Oracle programs in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for Oracle is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-3 Oracle Top Programs fields

Field	Description
Program	Displays the top Oracle program or programs.

Field	Description
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database, using the database link.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database, using the database link.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of Oracle programs with SLA settings that did not meet Oracle programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle programs with SLA settings that are close to their Oracle programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle programs with SLA settings that did meet the Oracle programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Top Statements portlet

The Oracle Top Statements portlet displays the top Oracle statements in a selected instance or in all instances in the selected Tier. This view easily identifies the statements consuming the most resources.

To view data in this portlet, verify that Precise for Oracle is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-4 Oracle Top Statements fields

Field	Description
Statement	Displays the hash values of the top SQL statements running in an Oracle database.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database, using the database link.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database, using the database link.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of Oracle programs with SLA settings that did not meet Oracle programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle programs with SLA settings that are close to their Oracle programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle programs with SLA settings that did meet the Oracle programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Top Users portlet

The Oracle Top Users portlet displays the top Oracle users in a selected instance or in all instances in the selected Tier. This view easily identifies the users consuming the most resources.

To view data in this portlet, verify Precise for Oracle is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-5 Oracle Top Users fields

Field	Description
User	Displays the top Oracle users in the selected application.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database, using the database link.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database, using the database link.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of Oracle programs with SLA settings that did not meet Oracle programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle programs with SLA settings that are close to their Oracle programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle programs with SLA settings that did meet the Oracle programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SQL Server Activity by Database portlet

The SQL Server Activity by Database portlet displays the SQL server activity by database in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

> (i) An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-6 SQL Server Activity by Database field

Field	Description
Database	The names of the SQL Server databases within SQL-Server instances.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SQL Server Activity Over Time portlet

The SQL Server Activity Over Time portlet shows the use of the SQL Server activities belonging to the Tier and application that you selected, sorted by the fields that you selected, over a specified time period.

To view data in this portlet, verify that Precise for SQL Server is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-7 SQL Server Activity Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SLAs SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SQL Server Business View portlet

For information regarding the SQL Server Business View portlet, see About the SQL Server Business View portlet.

About the SQL Server Top Programs portlet

The SQL Server Top Programs portlet displays the top SQL server programs in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for SQL Server is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-8 SQL Server Top Programs fields

Field	Description
Program	Displays the top SQL Server program or programs.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).

Field	Description
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings, that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SQL Server Top Statements portlet

The SQL Server Top Statements portlet displays the top SQL server statements in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for SQL Server is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ   An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-9 SQL Server Top Statements fields

Field	Description
Statement	The hash values of top SQL statements running in the SQL server instance.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.

Field	Description
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Sybase Activity by Database portlet

The Sybase Activity by Database portlet displays the Sybase activity by database in a selected instance or in all instances in the selected Tier. This view easily identifies the databases consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-10 Sybase Activity by Database fields

Field	Description
Database	The names of the Sybase databases within Sybase instances.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.

Field	Description
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Sybase Business View portlet

For information regarding the Sybase Business View portlet, see About the Sybase Business View portlet.

About the Sybase Top Statements portlet

The Sybase Top Statements portlet displays the top Sybase statements in a selected instance or in all instances in the selected Tier. This view easily identifies the statements consuming the most resources.

To view data in this portlet, verify that Precise for Sybase is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 9-11 Sybase Top Statements fields

Field	Description
Statement	The hash values of top statements running in the Sybase instance.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Times (Summed)	Displays the sum of the processing time spent in the local database.

Field	Description
Remote DB Times (Summed)	Displays the time the SQL statement waited for a response from the remote database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Work Time (Avg)	Displays the average processing time spent in the local database.
Remote DB Time (Avg)	Displays the average time the SQL statement waited for a response from the remote database.
Executions	Displays the number of times an SQL statement was executed.
SLA Breach	Displays the percentage of SQL Server programs with SLA settings that did not meet SQL Server programs' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SQL Server programs with SLA settings that are close to their SQL Server programs' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SQL Server programs with SLA settings that did meet the SQL Server programs' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the OS portlets

This section includes the following topics:

- About the Citrix Top Applications portlet
- About the Physical Memory portlet
- About the Server CPU Queue Load portlet
- About the Server CPU Utilization Gauge portlet
- About the Server Group Key Performance Indicator portlet
- About the Server Utilization portlet
- About the Server Utilization Over Time portlet
- About the Virtual Memory portlet

About the Citrix Top Applications portlet

The Citrix Top Applications portlet displays the top Citrix applications in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that the Insight OS agent is installed on the Citrix Presentation server. The following table describes the fields displayed in this portlet.

Table 10-1 Citrix Top Applications fields

Field	Description
Citrix Application	Displays the name of the Citrix applications.
CPU	Displays the average CPU utilization (including system, user, I/O wait and other), normalized to 100%, calculated as the number of CPU seconds used, divided by the number of CPUs, divided by the number of seconds in the time frame.
User CPU	Displays the percentage of time the server used the CPU in user mode.
System CPU	Displays the percentage of time the server used the CPU in kernel mode. (On some platforms, kernel mode is also known as System or Protected mode.)
Wait I/O CPU	The percentage of time the CPU was idle, but processes waited for I/O operations to complete.
Other CPU	The percentage of other miscellaneous states when the CPU was used.
Virtual Memory (Avg)	The average virtual memory in use.
Physical Memory (Avg)	Displays the average physical memory used, calculated as the sum of the average physical memory per time slice in the selected time frame, divided by the number of seconds in the time slice.
Citrix Client Latency	Displays the average time interval from when a request is sent to the server till a response is received from the server.

Field	Description
I/O Bytes/sec	Displays the total number of I/O bytes read or written during the time frame, divided by the number of seconds in the time frame.
Page Faults/sec	Displays the sum of the minor and major page-faults that occurred during the time frame, divided by the number of seconds that occurred during the time frame.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Physical Memory portlet

The Physical Memory portlet displays a gauge of the physical memory of either a selected server or of all servers in the selected Tier. This view easily identifies the servers consuming the most resources.

To view data in this portlet, verify that the Insight OS agent is installed in the selected application. The physical memory utilization is normalized to 100%.

The gauge shows the following:

Table 10-2 Breach Gauge

Breach level	Gauge
0 - SLA Near-breach	Shows as normal.
SLA Near-breach - SLA breach	Shows as a warning level.
SLA breach - 100%	Shows as critical.

> ⓘ   SLA Near-breach and SLA breach can be configured in the Edit mode.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Server CPU Queue Load portlet

The Server CPU Queue Load portlet displays the average amount of processes waiting in the CPU queue. To view data in this portlet, verify that the Insight OS agent is installed in the selected application.

Table 10-3 Server CPU Queue Load fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.
Avg Server Load (processes number)	Displays the average number of processes in the CPU queue, calculated as the sum of the average number of processes in the CPU queue in every time slice, divided by the sampled time slices in the selected time frame.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Server CPU Utilization Gauge portlet

The Server CPU Utilization Gauge portlet displays the CPU utilization of either a selected server or all servers in the selected Tier. This view easily identifies the servers consuming the most resources.

To view data in this portlet, verify that the Insight OS agent is installed in the selected application.

The CPU utilization (including system, user, I/O wait and other), is normalized to 100%, and is calculated as the number of CPU seconds used, divided by the number of CPUs, divided by the number of seconds in the time frame. You can view the CPU utilization of a specific server or of the Tier (if you select All servers).

The gauge shows the following:

Breach Level	Gauge
0 - 60% utilization	Shows as normal
61 - 80%	Shows as a warning level.
81 - 100%	Shows as critical.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Server Group Key Performance Indicator portlet

The Server Group Key Performance Indicator portlet displays the server group key performance indicators in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that the Insight OS agent is installed in the selected application.

Table 10-4 Server Group Key Performance Indicator fields

Field	Description
Server	The server name.
Total CPU	The average CPU utilization (including system, user, I/O wait and other), normalized to 100%, calculated as the number of CPU seconds used, divided by the number of CPUs, divided by the number of seconds in the time frame.
User CPU	The percentage of time the server used the CPU in user mode.
System CPU	The percentage of time the server used the CPU is in kernel mode (on some platforms, kernel mode is also known as System or Protected mode).
Wait I/O CPU	The percentage of time the CPU was idle, but processes waited for I/O operations to complete.
Other CPU	The percentage of other miscellaneous states when the CPU was used.

Field	Description
Physical Memory Utilization	The percentage of server physical memory in use.
Physical Memory (Avg)	The average physical memory used, calculated as the sum of the average physical memory per time slice in the selected time frame, divided by the sampled time slices.
Virtual Memory Utilization	The percentage of server virtual memory in use.
Virtual Memory (Avg)	The average virtual memory in use.
Server Load (Avg)	The average number of processes in the CPU queue, calculated as the sum of the average number of processes in the CPU queue in every time slice, divided by the sampled time slices in the selected time frame.
I/O Bytes/sec	The total number of I/O bytes read or written during the time frame, divided by the number of seconds in the time frame.
Page Faults/sec	The sum of the minor and major page-faults that occurred during the time frame, divided by the number of seconds in the time frame.
Server Type	Details about the operating system.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Server Utilization portlet

The Server Utilization portlet displays the resource usage of the selected server.

To view data in this portlet, verify that the Insight OS agent is installed in the selected application. The following table describes the fields displayed in this portlet.

Table 10-5 Server Utilization fields

Field	Description
Server	Displays the name of the top server or servers.
CPU	Displays the average CPU utilization (including system CPU, user CPU, I/O wait CPU and other CPU), normalized to 100%, calculated as the number of CPU seconds used, divided by the number of CPUs, divided by the number of seconds in the time frame.
User CPU	Displays the percentage of time the server used the CPU in user mode.
System CPU	Displays the percentage of time the server used the CPU in kernel mode. (On some platforms, kernel mode is also known as System or Protected mode.)

Field	Description
Wait I/O CPU	The percentage of time the CPU was idle, but processes waited for I/O operations to complete.
Other CPU	The percentage of other miscellaneous states when the CPU was used.
Virtual Memory Utilization	The percentage of server virtual memory in use.
Physical Memory Utilization	The percentage of server physical memory in use.
Virtual Memory (Avg)	The average virtual memory in use.
Physical Memory (Avg)	Displays the average physical memory used, calculated as the sum of the average physical memory per time slice in the selected time frame, divided by the sampled time slices.
Server Load (Avg)	Displays the average number of processes in the CPU queue, calculated as the sum of the average number of processes in the CPU queue in every time slice, divided by the sampled time slices in the selected time frame.
I/O Bytes/sec	Displays the total number of I/O bytes read or written during the time frame, divided by the number of seconds in the time frame.
Page Faults/sec	Displays the sum of the minor and major page-faults that occurred during the time frame, divided by the number of seconds in the time frame.
Server Type	Displays the operating system name, number of CPUs, and number of bits (32 or 64).

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Server Utilization Over Time portlet

The Server Utilization Over Time portlet displays the overtime resource usage of the selected server. To view data in this portlet, verify that the Insight OS agent is installed in the selected application.

The following table describes the fields displayed in this portlet.

Table 10-6 Server Utilization Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.

Field	Description
CPU	Displays the average CPU utilization (including system, user, I/O wait and other), normalized to 100%, calculated as the number of CPU seconds used, divided by the number of CPUs, divided by the number of seconds in the time frame.
User CPU	Displays the percentage of time the server used the CPU in user mode.
System CPU	Displays the percentage of time the server used the CPU in kernel mode. (On some platforms, kernel mode is also known as System or Protected mode.)
Wait I/O CPU	The percentage of time the CPU was idle, but processes waited for I/O operations to complete.
Other CPU	The percentage of other miscellaneous states when the CPU was used.
Virtual Memory Utilization	The percentage of server virtual memory in use.
Physical Memory Utilization	The percentage of server physical memory in use.
Virtual Memory (Avg)	The average virtual memory in use.
Physical Memory (Avg)	Displays the average physical memory used, calculated as the sum of the average physical memory per time slice in the selected time frame, divided by the sampled time slices.
Server Load (Avg)	Displays the average number of processes in the CPU queue, calculated as the sum of the average number of processes in the CPU queue in every time slice, divided by the sampled time slices in the selected time frame.
I/O Bytes/sec	Displays the total number of I/O bytes read or written during the time frame, divided by the number of seconds in the time frame.
Page Faults/sec	Displays the sum of the minor and major page-faults that occurred during the time frame, divided by the number of seconds in the time frame.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Virtual Memory portlet

The Virtual Memory portlet displays a gauge of the virtual memory of either a selected server or of all servers in the selected Tier. This view easily identifies the servers consuming the most resources.

To view data in this portlet, verify that the Insight OS agent is installed in the selected application. The virtual memory utilization is normalized to 100%.

The gauge shows the following:

Table 10-7 Breach Gauge

Breach Level	Gauge
0 - SLA Near-breach	Shows as normal.
SLA Near-breach - SLA breach	Shows as a warning level.
SLA breach - 100%	Shows as critical.

ⓘ   SLA Near-breach and SLA breach can be configured in the Edit mode.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Packaged Applications portlets

This section includes the following topics:

- About the Oracle Apps Top Forms portlet
- About the Oracle Top Applications portlet
- About the PeopleSoft Application Over Time portlet
- About the SAP Top Transactions portlet
- About the SAP Top Users portlet
- About the Siebel Application Business View portlet
- About the Siebel Location Business View portlet

About the Oracle Apps Top Forms portlet

The Oracle Apps Top Forms portlet displays the top Oracle Apps forms in a selected instance or in all instances in the selected Tier. This view easily identifies the Apps forms consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 11-1 Oracle Apps Top Forms fields

Field	Description
Forms	Displays the activity of the top Oracle Applications Forms in the selected application.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the sum of the processing time spent in the Forms server and the Database server.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time spent reading the request from the network and the time spent sending the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.
Work Time (Avg)	Displays the average processing time spent in the Forms server and the Database server.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the time spent reading the request from the network and the time spent sending the response back to the client through the network.

Field	Description
Network Bytes	Displays the total number of bytes transferred between the clients and the Forms server listener processes.
Executions	Displays the number of times a Forms operation was executed.
SLA Breach	Displays the percentage of Oracle Forms with SLA settings that did not meet the SLAs of their Oracle Applications (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle Forms with SLA settings that are close to the SLAs of their Oracle Applications (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle Forms with SLA settings that did meet the SLAs of their Oracle Applications.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Oracle Top Applications portlet

The Oracle Top Applications portlet displays the top Oracle applications in a selected instance or in all instances in the selected Tier. This view easily identifies the applications consuming the most resources.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 11-2 Oracle Top Applications fields

Field	Description
Applications	Displays the activity of the top Oracle applications in the selected application.
Response+Network Times (Summed)	Displays the total response and network time.
Work Times (Summed)	Displays the sum of the processing time spent in the Forms server and the Database server.
Network Times (Summed)	Displays the time spent on network activity from the server-side perspective. This includes the time spent reading the request from the network and the time spent sending the response back to the client through the network.
Response+Network Time (Avg)	Displays the average response and network time.

Field	Description
Work Time (Avg)	Displays the average processing time spent in the Forms server and the Database server.
Network Time (Avg)	Displays the average time spent on network activity from the server-side perspective. This includes the time spent reading the request from the network and the time spent sending the response back to the client through the network.
Network Bytes	Displays the sum of bytes transferred between the clients and the Forms server listener processes.
Executions	Displays the number of times a Forms operation was executed.
SLA Breach	Displays the percentage of Oracle Forms with SLA settings that did not meet the SLAs of their Oracle Applications (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of Oracle Forms with SLA settings that are close to the SLAs of their Oracle Applications (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of Oracle Forms with SLA settings that did meet the SLAs of their Oracle Applications.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the PeopleSoft Application Over Time portlet

The PeopleSoft Application Over Time portlet displays the overtime resource usage of the selected application

To view data in this portlet, verify that:

- The Web, J2EE, Tuxedo, and Oracle components are installed in the selected application
- The Precise SmartLink transaction tracking mechanism for PeopleSoft is enabled

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 11-3 PeopleSoft Application Over Time fields

Field	Description
Date and Time	Displays the date and timestamp of the data available in the selected time frame.

Field	Description
Response Times (Summed)	Displays the total response time experienced by all clients from the selected PeopleSoft Application over time. The response time includes the net response time of the different Tiers. Response Times (Summed) = Client Times (Summed) + Web Server Times (Summed) + J2EE Times (Summed) + Tuxedo Times (Summed) + Database Times (Summed)
Client Times (Summed)	Displays the total time spent in the Web Client Browser side, until they begin being processed by the Web server. This field is only available in applications that include a Web Client Installation of Precise for Web. In this case, you should edit the portlet so that this field is not displayed.
Web Server Times (Summed)	Displays the total time spent in the Web Server, until they begin being processed by the next Tier (J2EE). This column is available in applications that include a Web Server Installation of Precise for Web. In this case, you should edit the portlet so that this field is not displayed.
J2EE Times (Summed)	Displays the total time in the J2EE Tier, until processing by the next Tier (Tuxedo) starts.
Tuxedo Times (Summed)	Displays the total time in the Tuxedo Tier, until processing by the next Tier (Database) starts.
Database Times (Summed)	Displays the total time spent in the Database Tier.
Response Time (Avg)	Displays the average response time experienced by all clients from the selected PeopleSoft Application over time. The response time includes the net response time of the different Tiers. Response Time (Avg) = Client Time (Avg) + Web Server Time (Avg) + J2EE Time (Avg) + Tuxedo Time (Avg) + Database Time (Avg)
Client Time (Avg)	Displays the average time spent in the Web Client Browser side, until they begin being processed by the Web server. This field is only available in applications that include a Web Client Installation of Precise for Web. In this case, you should edit the portlet so that this field is not displayed.
Web Server Time (Avg)	Displays the average time spent in the Web Server, until they begin being processed by the next Tier (J2EE). This column is available in applications that include a Web Server Installation of Precise for Web. In this case, you should edit the portlet so that this field is not displayed.
J2EE Time (Avg)	Displays the average time in the J2EE Tier, until processing by the next Tier (Tuxedo) starts.

Field	Description
Tuxedo Time (Avg)	Displays the average time in the Tuxedo Tier, until processing by the next Tier (Database) starts.
Database Time (Avg)	Displays the average time spent in the Database Tier.
Executions	Displays the total number of transactions requested by the PeopleSoft Application, over a specified time period.
SLA Breach	Displays the percentage of transactions with SLA settings that did not meet their SLAs (as defined in the breach threshold settings).
SLA Near-Breach	Displays the percentage of transactions with SLA settings that are close to their SLAs (as defined in the near-breach threshold settings).
SLA OK	Displays the percentage of transactions with SLA settings that did meet their SLAs.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SAP Top Transactions portlet

The SAP Top Transactions portlet displays the top SAP transactions in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify that Precise for SAP is installed in the selected application, and that it is integrated with Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 11-4 SAP Top Transactions fields

Field	Description
Transaction	Displays the top SAP transaction or transactions.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Client Times (Summed)	Displays the total client time of the activity. The client time is the time the activity spent on the way to or back from the SAP application server plus the time it spent in the client machine.

Field	Description
Work Times (Summed)	Displays the sum of the processing time spent in the local SAP application server (including queue time).
Queue Times (Summed)	Displays the amount of time the activity waited in the queue for processing by the local SAP application server.
Application Times (Summed)	Displays the total time spent on the activity being processed by the SAP application server.
Database Times (Summed)	Displays the total database time of the activity. The database time is the time the activity spent in the SAP database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Client Time (Avg)	Displays the average processing time the activity spent on the way to or from the SAP application server plus the time it spent in the client machine.
Work Time (Avg)	Displays the average processing time spent in the local SAP application server (including queue time).
Queue Time (Avg)	Displays the average time the activity waited in the queue for processing by the local SAP application server.
Application Time (Avg)	Displays the average time spent on the activity being processed by the SAP application server.
Database Time (Avg)	Displays the average database time of the activity. The database time is the time the activity spent in the SAP database.
Executions	Displays the number of times an SAP transaction was executed.
SLA Breach	Displays the percentage of SAP transactions with SLA settings that did not meet SAP transactions' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SAP transactions with SLA settings that are close to their SAP transactions' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SAP transactions with SLA settings that did meet the SAP transactions' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the SAP Top Users portlet

The SAP Top Users portlet displays the top SAP users in a selected instance or in all instances in the selected Tier. This view easily identifies the programs consuming the most resources.

To view data in this portlet, verify Precise for SAP is installed in the selected application, and that it is integrated with PMDB and Insight.

> ⓘ An SLA (Service Level Agreement) is a formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. After you define a system's SLA, you can analyze SLA compliance and isolate breaches to identify their causes.
>
> Poor service is the sum of the SLA Breach and SLA Near-Breach counters.

The following table describes the fields displayed in this portlet.

Table 11-5 SAP Top Users fields

Field	Description
User	Displays the top SAP users in the selected application.
Response Times (Summed)	Displays the elapsed time from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Client Times (Summed)	Displays the total client time of the activity. The client time is the time the activity spent on the way to or back from the SAP application server plus the time it spent in the client machine.
Work Times (Summed)	Displays the sum of the processing time spent in the local SAP application server (including queue time).
Queue Times (Summed)	Displays the amount of time the activity waited in the queue for processing by the local SAP application server.
Application Times (Summed)	Displays the total time spent on the activity being processed by the SAP application server.
Database Times (Summed)	Displays the total database time of the activity. The database time is the time the activity spent in the SAP database.
Response Time (Avg)	Displays the average time that elapsed from when a request is received by the server to the time a response is sent back to the computer that made the request. The response time is measured on the server-side.
Client Time (Avg)	Displays the average processing time the activity spent on the way to or from the SAP application server plus the time it spent in the client machine.

Field	Description
Work Time (Avg)	Displays the average processing time spent in the local SAP application server (including queue time).
Queue Time (Avg)	Displays the average time the activity waited in the queue for processing by the local SAP application server.
Application Time (Avg)	Displays the average time spent on the activity being processed by the SAP application server.
Database Time (Avg)	Displays the average database time of the activity. The database time is the time the activity spent in the SAP database.
Executions	Displays the number of times an SAP transaction was executed.
SLA Breach	Displays the percentage of SAP transactions with SLA settings that did not meet SAP transactions' SLAs (as defined by the breach thresholds settings).
SLA Near-Breach	Displays the percentage of SAP transactions with SLA settings that are close to their SAP transactions' SLAs (as defined by the near-breach thresholds settings).
SLA OK	Displays the percentage of SAP transactions with SLA settings, that did meet the SAP transactions' SLA.

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Siebel Application Business View portlet

For information regarding the Siebel Application Business View portlet, see About the Siebel Application Business View portlet.

About the Siebel Location Business View portlet

For information regarding the Siebel Location Business View portlet, see About the Siebel Location Business View portlet.

About the TPM portlets

This topic includes the following sub-topics:

- About the v95 Application Over Time portlet
- About the v95 Application Locations portlet
- About the v95 Application Transactions portlet
- About the v95 Application Users portlet
- About the Application Overview portlet
- About the Applications portlet
- About the Applications portlet
- About the Instances portlet
- About the Locations portlet
- About the Transactions portlet
- About the Users portlet

About the v95 Application Over Time portlet

The v95 Application Over Time portlet displays the relation between the execution volume and the response time breakdown.

The following table describes the field displayed in this portlet.

Table 1 v95 Application Over Time fields

Field	Description
Volume over Response Time (Avg)	Displays a breakdown chart of the volume over response time for the specified time frame.
Executions	Displays the number of times an action was executed.
Events	In v9.6, when the Virtualization event notification is enabled, the portlet will also display virtualization events as push pins in the breakdown chart. Hovering over a push pin will open a ToolTip detailing the virtualization events that occurred in that specific time frame.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and the portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the v95 Application Locations portlet

The v95 Application Locations portlet displays the top locations in a selected instance or in all instances in the selected Tier. This view easily identifies the users consuming the most resources. Selecting a location launches Transactions in context

The following table describes the fields displayed in this portlet.

Table 2 Locations fields

Field	Description
Location	Displays the different locations with the monitored application.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Executions	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.
Abandon Rate	Displays the counter that keeps track of the percentage of users that abandon the loading of the Web page before the downloading finishes.
Error Rate	Displays the number of times a Web page is not loaded due to an error.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the v95 Application Transactions portlet

The v95 Application Transactions portlet displays the top transactions in a selected instance or in all instances in the selected Tier. This view easily identifies the transactions consuming the most resources. Selecting a transaction launches SmartLink in context.

The following table describes the fields displayed in this portlet.

Table 3 Transactions fields

Field	Description
Transaction	Displays the name of the monitored transaction.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Executions	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.
Abandon Rate	Displays the counter that keeps track of the percentage of users that abandon the loading of the Web page before the downloading finishes.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the v95 Application Users portlet

The v95 Application Users portlet displays the top users in a selected instance or in all instances in the selected Tier. This view easily identifies the users consuming the most resources. Selecting a user launches Transactions in context.

The following table describes the fields displayed in this portlet.

Table 4 Users fields

Field	Description
User Name	Displays the user names of people that use the monitored application.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Executions	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.
Abandon Rate	Displays the counter that keeps track of the percentage of users that abandon the loading of the Web page before the downloading finishes.
Error Rate	Displays the number of times a Web page is not loaded due to an error.

You can control the information displayed in the portlet and the portlet layout. For more information about he portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Application Overview portlet

> ⓘ This portlet is not supported in v9.6. Use the v96 Application Over Time portlet instead.

The Application Overview portlet displays the relation between the SmartLink volume and the response time breakdown.

The following table describes the field displayed in this portlet.

Table 5 Application Overview fields

Field	Description
Volume over Response Time (Avg)	Displays a breakdown chart of the volume over response time for the specified time frame.
	In v9.0, when the Virtualization event notification is enabled, the portlet will also display virtualization events as push pins in the breakdown chart. Hovering over a push pin will open a ToolTip detailing the virtualization events that occurred in that specific time frame.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Applications portlet

The Applications portlet displays the top applications in a selected instance or in all instances in the selected Tier. This view easily identifies the applications consuming the most resources. Selecting an application launches SmartLink in context.

The following table describes the fields displayed in this portlet.

Table 6 Applications fields

Field	Description
Application	Displays the name of the monitored application.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Volume	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.

You can control the information displayed in the portlet and configure the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Applications portlet

The Applications portlet displays the list of applications in the selected Precise installation. The following table describes the fields displayed in this portlet.

Table 7 Applications fields

Field	Description
Application	Displays the name of the application.

Field	Description
Production	Displays customizable information.
Comment	Displays customizable information.
Location	Displays customizable information.
Node	Displays the name of the node.
Technologies	Displays a list of all available technologies which are part of the application.
Type	Displays customizable information.
Tag	Displays customizable information.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Instances portlet

The Instances portlet displays the list of instances from all applications in the selected Precise installation.

The following table describes the fields displayed in this portlet.

Table 8 Instances fields

Field	Description
Instance	Displays name of the instance.
Server	Displays the name of the server on which the instance is installed.
Tier	Displays the name of the Tier.
Critically	Displays the level of criticality of the instance,
Location	Displays customizable information.
Comment	Displays customizable information.
Technology	Displays the technology for which the instance is installed.
Application	Displays customizable information.
Node	Displays the name of the node.
Type	Displays the type of instance that has been installed.
Tag	Displays customizable information.

You can control the information displayed in the portlet and the portlet layout. For more information about portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Locations portlet

The Locations portlet displays the top locations in a selected instance or in all instances in the selected Tier. This view easily identifies the users consuming the most resources. Selecting a location launches SmartLink in context.

The following table describes the fields displayed in this portlet.

Table 9 Locations fields

Field	Description
Location	Displays the different locations with the monitored application.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Volume	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Transactions portlet

The Transactions portlet displays the top transactions in a selected instance or in all instances in the selected Tier. This view easily identifies the transactions consuming the most resources. Selecting a transaction launches SmartLink in context.

The following table describes the fields displayed in this portlet.

Table 10 Transactions fields

Field	Description
Transaction	Displays the name of the monitored transaction.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Volume	Displays the number of times the application was executed.

Field	Description
SLA	Displays the application's SLA level.

You can control the information displayed in the portlet and the portlet layout. For more information about the portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Users portlet

The Users portlet displays the top users in a selected instance or in all instances in the selected Tier. This view easily identifies the users consuming the most resources. Selecting a user launches SmartLink in context.

The following table describes the fields displayed in this portlet.

Table 11 Users fields

Field	Description
User Name	Displays the user names of people that use the monitored application.
Response Time (Avg)	Displays the average response time of the application in hours and minutes.
Response Time - bar (Avg)	Displays a bar describing the average response time of the application.
Volume	Displays the number of times the application was executed.
SLA	Displays the application's SLA level.

You can control the information displayed in the portlet and the portlet layout. For more information about he portlet and portlet layout, see About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Business View portlets

This section includes the following topics:

- About the Business View portlet pack
- About the Web Business View portlet
- About the J2EE Business View portlet
- About the ASP.NET Business View portlet
- About the .NET Business View portlet
- About the Oracle Business View portlet
- About the SQL Server Business View portlet
- About the Sybase Business View portlet
- About the Siebel Application Business View portlet
- About the Siebel Location Business View portlet
- About baselines

About the Business View portlet pack

At the heart of many large enterprises and Small-to-Medium-sized Businesses (SMBs) is the Information Technology (IT) department. The health of a company can be measured by the performance and availability of the very services provided by the IT department. Keeping track of how well these services are provided is a difficult task for IT managers and business users because they each measure the same parameters in different terms. For example, IT administrators will analyze how a Web server, API call or SQL statement is functioning, but will find it hard to translate these metrics into terms that can be easily understood and interpreted by Business Managers, who are interested in application services, business processes and transactions, along with the operational status of a system.

The Business View portlet bridges this gap by enabling users to map business names to entities within the following technology tiers:

- Web
- J2EE
- ASP.NET
- Microsoft .NET
- Oracle
- SQL Server
- Sybase

Using the Business View portlet you can map a URL or Java API call to a business name or process that lets business stakeholders view application performance data in the context of their business, in terms that are meaningful to them.

> (i) The Business View portlets are only available for Precise version 8.x portlets.

You can set up different business views for the same technology, by adding multiple instances of a portlet to your dashboard, and configuring different filters for each (in the Edit Preferences dialog box).

About the Web Business View portlet

The Web Business View portlet enables mapping Web URLs to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-1 Web Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method Execution	Indicates the name of the method execution to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method execution defined in the Method field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the J2EE Business View portlet

The J2EE Business View portlet enables mapping a J2EE method execution to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-2 J2EE Business View fields

Field	Description
Precise installation	List of defined Precise adapters.

Field	Description
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method Execution	Indicates the name of the method execution to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method execution defined in the Method field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the ASP.NET Business View portlet

The ASP.NET Business View portlet enables mapping an ASP.NET method to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-3 ASP.NET Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.

Field	Description
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Service request	Indicates the name of the Microsoft ASP.NET service request to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the service request defined in the Service Request field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the .NET Business View portlet

The .NET Business View portlet enables mapping a .NET method to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-4 Microsoft .NET Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.

Field	Description
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Method	Indicates the name of the method to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the method defined in the Method field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the Oracle Business View portlet

The Oracle Business View portlet enables mapping an Oracle SQL hash value to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-5 Oracle Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.

Field	Description
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the SQL Server Business View portlet

The SQL Server Business View portlet enables mapping an SQL hash value to a specific business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-6 Microsoft SQL Server Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.

Field	Description
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the Sybase Business View portlet

The Sybase Business View portlet enables mapping an SQL hash value to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time and baseline.

You can filter information according to the following fields:

Table 13-7 Sybase Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
SQL hash value	Indicates the name of the SQL hash value to map the business name to.
Business name	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the SQL hash value defined in the SQL hash value field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.

Field	Description
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About the Siebel Application Business View portlet

The Siebel Application Business View portlet enables mapping of a Siebel App view to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time with its baseline. You can filter information according to the following fields:

Table 13-8 Siebel Application Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Siebel Application View	Indicates the name of the Siebel Application View to map the business name to.
Business View	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the Siebel Application View defined in the Siebel Application View field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, and Defining the portlet data preferences.

About the Siebel Location Business View portlet

The Siebel Location Business View portlet enables mapping of a location to a meaningful business name and displays its average response time according to the defined SLA. In addition, it displays an overtime graph of the average response time with its baseline.

You can filter information according to the following fields:

Table 13-9 Siebel Location Business View fields

Field	Description
Precise installation	List of defined Precise adapters.
Time Frame	Determines the period of time you want to analyze. You can choose to use the time frame already configured for the page, or set the portlet to display information according to a different time frame, such as: last hour, day, week, last 2 weeks, last month, last 3 months, or last 6 months.
Application	One or more applications that use common components. Each application consists of Tier instances organized to work together to serve a set of applications.
Tier	A Tier in a Precise application. Precise agents monitor, process, and communicate performance-related information for that tier.
Instance	An occurrence of an Tier.
Siebel Location	Indicates the name of the Siebel Location to map the business name to.
Business view	The name of a logical business application or transaction to be displayed in the portlet. This name acts as an alias for the Siebel Location defined in the Siebel Location field.
SLA near-breach	Sets the level at which the response time of the associated transaction will be considered a near-breach (in seconds). Anything below this level will be considered OK.
SLA breach	Sets the level at which the response time of the associated transaction will be considered a breach (in seconds).

See About the Tools portlets, Configuring the portlet, Defining the portlet data preferences, and About baselines.

About baselines

Baselines are used to identify problematic conditions by enabling you to compare performance metrics of data entities to their 'normal' or 'typical' values. Baselines let you compare the past activity of an entity with its current activity.

The baselines used by the Business View portlets are derived from Precise baselines and can be configured in Precise AdminPoint. By default, the baseline is calculated once a week. In AdminPoint, you can configure the following for the Calculate baseline process:

- Baseline calculation scheduling.
- The time range over which the baseline is calculated. For example, if you decide to run the baseline calculation process every Monday at lunchtime during the past four weeks, the baseline will be calculated as follows:
    - response time of page run on Mondays during lunchtime / number of occurrences of Monday during the last 4 weeks

> ⓘ A baseline may not be displayed if an entity was not run within the time period for which the baseline was calculated. In this case, the data cannot be extrapolated.