Precise Business Dashboard

User Guide

Version 10.1

IDERA

Precise Business Dashboard User Guide

Global Headquarters
Brookhollow Central III
2950 North Loop Freeway West, Suite 700
Houston, Texas 77092
Phone: +1-877-693-1886
Fax: +1-650-898-1666

Third-party legal notices

Third-party software may be recommended, distributed, embedded, or bundled with this Precise product. Such third-party software is licensed separately by its copyright holder. All third-party copyrights associated with this product are listed in the accompanying release notes.

Technical support

For technical assistance, visit our customer portal at http://www.idera.com/support/productsupportwhere you can find an extensive knowledge base, product updates and our online community forums. You can also contact our Customer Support Team via our customer portal, or go to http://www.idera.com/support/productsupportfor a list of our support access numbers in your country.

Introducing Precise Business Dashboard

This section includes the following topics:

- About Precise Business Dashboard
- Features of Precise Business Dashboard
- Logging in to Business Dashboard

About Precise Business Dashboard

Precise Business Dashboard displays a centralized, high-level view of your organization's application structure, enabling you to effectively monitor the health status of all applications and application groups within this structure and navigate through the group's applications to a specific transaction, user or location showing distress. Via Precise Business Dashboard you can then either launch additional Precise software for further analysis, or forward a link to the application for next level handling.

For more details regarding the application structure, see "About the application structure" on page 18.

To view Precise Business Dashboard for an application, you must have Precise monitor permissions for that application.

To view and configure Precise Business Dashboard for an application, you must have Precise manager permissions for that application.

Precise Business Dashboard relies on Precise for Web to provide data from the activity generated in a monitored application. Therefore, Precise for Web needs to be installed and configured previously so that the TPM product can operate.

Precise Business Dashboard can detect application users and locations in PeopleSoft, SAP packaged applications, and in some custom applications like SharePoint.

Features of Precise Business Dashboard

With Precise Business Dashboard, you can:

- View the organization's application structure
- Check the health status of applications under your responsibility (based on Precise applications) to ensure they are providing their expected service level to application users
- View overtime activity trends for an application or application group
- Detect applications in distress and drill down through the application structure to locate the problem's origin
- View more details about the application's business transactions, users, locations, and more
- Launch additional Precise software for next level handling
- Forward a link to a specific application to the person responsible for further handling

Logging in to Business Dashboard

To log in to Business Dashboard, on the login screen

1   Enter your user name.

2   Enter your password.

3   Select the "Remember user name and password" check box (optional).

4   Click **Log in**.

Note: If you do not have a valid, licensed version of SmartLink installed, an error message will appear and login will be denied.

2

Business Dashboard basics

This section includes the following topics:

- How Business Dashboard is structured
- About the Business Dashboard toolbar
- About the Application Structure Overview pane
- About the Application Status pane
- How the Configuration screen is structured

How Business Dashboard is structured

The Business Dashboard screen includes the following three areas:

- Business Dashboard toolbar
- Application Structure Overview pane
- Application Status pane

Figure 2-1 Precise Business Dashboard screen

Application Structure Overview pane   Application Status pane   Business Dashboard
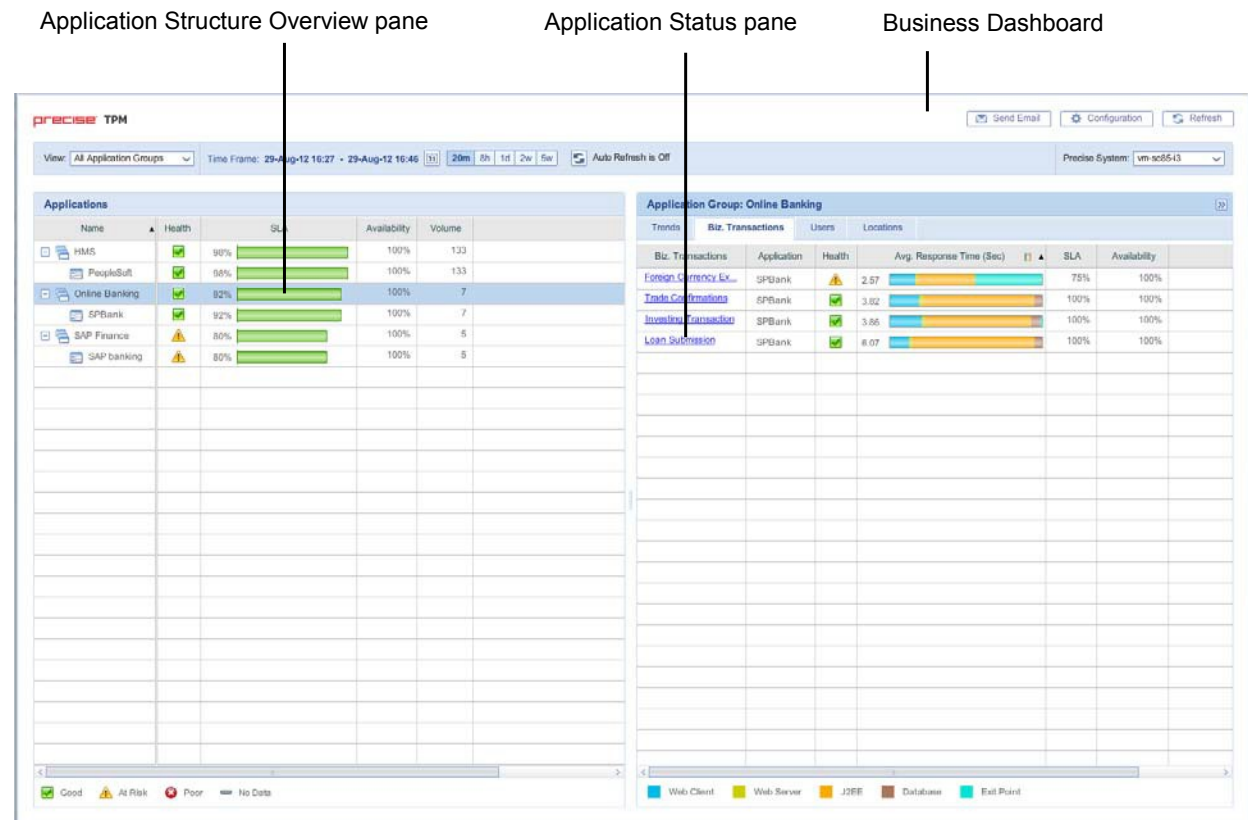
From the Business Dashboard toolbar (top), you select the Precise node (if there are multiple nodes installed), view, and time frame of the collected data displayed in the left and right panes below.

The Application Structure Overview pane (left) contains a tree view of all monitored application groups and applications, with their main metrics displayed in table format.

To configure your Application Structure and define its settings, see "Configuring your application structure" on page 21.

Selecting an entity (application group or application) in the Application Structure Overview pane displays the associated information in the Application Status pane.

The Application Status pane (right) contains tabs displaying overtime graphs of the main metrics (Trends) or breakdowns of the logged activity by Biz. Transactions (Business Transactions), Users, and Locations for the selected application or application group.

About the Business Dashboard toolbar

The Business Dashboard toolbar enables you to select the Precise Node, View, Time Frame, and other control buttons.

The following table describes the function of each of the toolbar elements.

Table 2-1 TPM toolbar elements
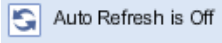
Item	Name	Description
Send Email	Send E-mail	Sends an email message with a link to view the appropriate data.
Configuration	Configuration	Opens the Configuration screen to view, add, or edit current configurations.

Table 2-1   TPM toolbar elements

Item	Name	Description
Refresh	Refresh	Manually updates the data currently displayed for the defined time frame.
View: All Application Groups	View	Allows you to select a specific view, displaying information for a subset of all monitored application groups. The drop-down menu contains the following view options: ▪ Critical Application Groups ▪ Application Groups with Poor Health ▪ All Application Groups (default)
31 20m 8h 1d 2w 5w	Time Frame	Allows you to select the desired time range for the displayed data. The time frame options include the option to define a customizable option using the calendar icon, in addition to the following predefined options: ▪ Last hour (1h) ▪ Last 6 hours (6h) (default) ▪ Last day (1d) ▪ Last 2 days (2d) ▪ Last 7 days (7d) ▪ Last 4 weeks (4w)
Auto Refresh is Off	Auto Refresh	Turns Auto Refresh On/Off. Offering the same functionality as the manual **Refresh** button, but enables you to configure the system to automatically refresh the information displayed or not.
Node:	Node	The Node field shows you which Precise node is currently displayed. **Note:** The Node field is only displayed when more than one Precise node is installed, and only on Precise applications with the TPM version 8.8 patch installed.
»	Expand	Expands the Application Structure Overview pane, and hide the Application Status pane.
«	Collapse	Collapses the Application Structure Overview pane, and unhide the Application Status pane.

The Node menu allows you to choose one of several installed Precise nodes for monitoring.

Note: The Node field is only displayed when more than one Precise node is installed.

To select a Precise node from the Node field

1   Click the arrow on the right of the field to display all available Precise nodes.

2   Click to select one of the displayed nodes.

3   Click **OK**.

Selecting the Business Dashboard view

You can define Business Dashboard to display all monitored application groups or a subset of application groups in the Application Group Overview pane.

To define the Application Structure Overview pane view

1   Click the arrow on the right of the View field to display all application group types.

2   Click to select one of the following view options:

- ■   Critical Application Groups
- ■   Application Groups with Poor Health
- ■   All Application Groups (default)

Selecting a time frame

You can configure Business Dashboard to display transaction performance data for a specific time frame using the predefined time frame or calendar icons.

Selecting a predefined time frame from the toolbar displays transaction performance data for the selected time period up to the current time. See "Selecting a predefined time frame from the TPM toolbar" on page 11.

Selecting the time frame using the calendar icon, you can choose to define a time range independent of the current time, or to define a time range up to the current time. See "Configuring the time frame using the calendar icon" on page 11.

The predefined time frame options are:

- ■   Last 20minutes (20m)
- ■   Last 8 hours (8h) (default)
- ■   Last day (1d)
- ■   Last 2 days (2d)
- ■   Last 2 weeks (2w)
- ■   Last 5 weeks (5w)

The time frame selected affects the information that is displayed in both panes on the Business Dashboard screen. Only data that falls within the selected time frame is shown in these areas.

Selecting a predefined time frame from the TPM toolbar

To select a predefined time frame

1   From the TPM toolbar, select one of the predefined time frames.

Configuring the time frame using the calendar icon

To configure the time frame

1   Click the Calendar icon. In the dialog box that is displayed:

a   Select the 'Time Range' option and select the Start and End dates and times.
OR

b   Select the 'Last' option and enter the desired time frame.

2   Click **OK**.

Sending an email message

You can send an email message to one or more recipients from the Business Dashboard toolbar.

The default subject for the message will be "Precise Business Dashboard".

The email will include a link to the Business Dashboard view in the current context (time frame and selected entries).

To send an email message

■   Click **Send Email** on the Business Dashboard toolbar. The default email program opens.

■   Fill in the required fields and click **Send**.

Refreshing the Business Dashboard screen

Using the Business Dashboard or Configuration screen, you can both manually refresh the information displayed on the Business Dashboard screen and configure Business Dashboard to automatically refresh the information every five minutes.

To manually refresh the Business Dashboard screen for the selected time frame

■   Click **Refresh** on the Business Dashboard toolbar.

To configure Business Dashboard to automatically refresh the information for the selected time frame every five minutes

■   On the Business Dashboard toolbar, click **Auto Refresh is Off**. The icon will then say **Auto Refresh is On**.
     OR

■   In the Display tab in the Configuration screen, check mark the "Auto Refresh" box.

Opening the Configuration screen

The Configuration screen displays a number of tabs based on what you want to configure.

To open the configuration screen

■   Click **Configuration** on the Business Dashboard screen to open the configuration screen.

About the Application Structure Overview pane

The Application Structure Overview pane (left) displays information in table format for all application groups and applications.

The information displayed for SLA and Volume in this pane is solely based on transactions marked as key transactions for SLA and/or Volume. For details about key transactions, see "About the application structure" on page 18.

The data in all the table columns can be sorted in ascending or descending order. In addition, the column width and order can be adjusted by dragging and dropping the column heading to the desired location.

The table in the Application Structure Overview pane displays the following information:

■   Name - The applications, displayed within their application groups.

■   Health - The Health status icons ("Good", "At Risk", "Poor" or "No Data") represent the health status of an application or application group. The Health status is first calculated based on the combined percentage of SLA compliance and Availability according to a user defined ratio. The Health status icon is then based on user defined thresholds. These ranges are set in the Health tab on the Configuration screen.

■   SLA - The SLA compliance rate, indicating the percentage of executions of key transactions for SLA that met the defined SLA thresholds

■   Volume - The total number of executions of key transactions for volume.

■   Value ($) - The total dollar value of the application or application group, based on the sum of the number of executions of each transaction within the application or application group multiplied by its defined dollar value per execution.

Note: When there is no Value ($) available, the Value ($) column will not appear.

■   Availability (%) - The total percent of successful page invocations.

Note: The information provided in the Application Structure Overview pane can be sorted by any of the displayed columns. To sort information, click on the desired column header. A black arrow will appear at the right of the column header indicating if the information is shown in ascending or descending order. In addition, the order of the columns on the table can be changed by dragging and dropping the desired column header.

About Application Groups

You can configure the application structure to include multiple applications and create custom application groups as desired.

The names of the application groups are displayed in the Name column.

Table 2-2   Types of Applications

Item	Name	Description
	Application Group name	Indicates an application group.
	Application name	Indicates a single application.

For more about the application structure, see "About the application structure" on page 18.

To configure the application structure, see "Configuring your application structure" on page 21.

About the Application Status pane

The Application Status pane (right) contains four tabs that display the associated data for the application or application group selected in the left pane. The name of the selected application or application group appears at the top of the right pane.

After selecting an application or application group in the left pane, select the appropriate tab in the right pane to view information.

The tabs are:

■   Trends (default)

■   Biz. Transactions (Business Transaction)

■   Users

■   Locations

To analyze a selected biz. transaction, user, or location, click on its link in the corresponding tab.

See "Analyzing transaction performance" on page 14.

Note: The information provided in the Biz.Transactions, Users and Locations tabs can be sorted by any of the displayed columns. To sort information, click on the desired column header. A black arrow will appear at the right of the column header indicating if the information is shown in ascending or descending order. In addition, the order of the columns on the table can be changed by dragging and dropping the desired column header.

Analyzing transaction performance

Transaction performance is analyzed by launching Insight SmartLink (if configured) or Precise for Web for a selected business transaction, user or location. When SmartLink is configured, the Transactions view is launched. When SmartLink for PeopleSoft is configured, the Web Expert view is launched.

Note: Drilling down from a PeopleSoft application will always launch Precise for Web.

To analyze transaction performance

1 Click on an application group or application in the Application Structure Overview pane.
The Trends tab in the right pane will display overtime graphs for the selected application group or application.

2 In the Application Status pane, select a tab to view the selected application or application group broken down according to biz. transaction, user, or location.

3 Select a biz. transaction, user, or location to launch SmartLink or Precise for Web in context.

About Trends

The Trends tab displays individual over time graphs for: SLA (%), Volume, and Value ($) for the application or application group selected in the Applications Structure Overview pane.

About the Biz. Transactions tab

The Biz. Transaction tab contains a table displaying the following information for each business transaction in the application or application group selected in the Application Structure Overview pane:

■ Biz. Transaction name - The unique name of the biz. transaction. Active links in this column indicate the option for in-depth analysis. If SmartLink is configured the analysis will be done in the Transaction view, otherwise it will be done in the Web Expert view. The ToolTip displayed when hovering over the hyperlink indicates to where the link is launching (Precise for Web, Precise SmartLink).

■ Application - If an application group is selected in the Applications Structure Overview pane, this column appears, displaying the specific application that the information in that row reflects.

■ Health - The Health status icons ("Good", "At Risk", "Poor" or "No Data") represent the health status of an application or application group. The Health status is first calculated based on the combined percentage of SLA compliance and availability according to a user defined ratio. The Health status icon is then based on user defined thresholds. These ranges are set in the Health tab on the Configuration screen.

■ Avg. Response Time (Sec) - The average response time for the biz. transaction, displayed in seconds. Next to the value in seconds, this column displays a color coded breakdown bar. This bar represents the relative average response time of each technology as a percentage of the total. The value per technology represents all AppTiers and instances for that technology.

Note: Information displayed in this column can be displayed in two modes, depending on what information is important to the user. The fixed (default) mode displays the breakdown bar in full size for each biz. transaction. In this mode you can clearly see the relative response time breakdown per technology for each biz. transaction. The second mode displays a normalized view of the breakdown bar for each biz. transaction in relative size to the biz. transaction with the highest average response time. In this mode, you can see the actual response time breakdown per technology (in seconds) for each biz. transaction.

■ SLA (%) - The SLA compliance rate, indicating the percentage of executions of key transactions for SLA that met the defined SLA thresholds.

■ Volume - The total number of executions of key transactions for volume for the biz. transaction.

■ Availability (%) - The total percent of successful page invocations.

About the Users tab

The Users tab contains a table displaying the following information for each user registered in the application or application group selected in the Applications Structure Overview pane:

■ Users - The unique name for the user. Active links in this column indicate the option for in-depth analysis. If SmartLink is configured the analysis will be done in the SmartLink UI, otherwise it will be done in the Precise for Web UI.

■ Application - If an application group is selected in the Applications Structure Overview pane, this column appears, displaying the specific application that the information in that row reflects.

■ Avg. Response Time (Sec) - The average response time for the user, displayed in seconds. Next to the value in seconds, this column displays a color coded breakdown bar. This bar represents the relative average response time of each technology as a percentage of the total. The value per technology represents all AppTiers and instances for that technology. The length of the bar represents the overall average response time.

■ SLA (%) - The SLA compliance rate, indicating the percentage of executions of key transactions for SLA that met the defined SLA thresholds

■ Volume - The total number of executions of key transactions for volume by the user.

■ Availability (%) - The total percent of successful page invocations.

■ Health - The Health status icons ("Good", "At Risk", "Poor" or "No Data") represent the health status of an application or application group. The Health status is first calculated based on the combined percentage of SLA compliance and availability according to a user defined ratio. The Health status icon is then based on user defined thresholds. These ranges are set in the Health tab on the Configuration screen.

About the Locations tab

Having previously defined locations, you can logically divide the organization into geographic or organization groups. This helps you isolate local performance problems. The location definitions are based on the IP addresses of client machines.

The Locations tab contains a table displaying the following information for each location in the application or application group selected in the Applications Structure Overview pane:

■ Locations - The name of the geographic location or organization group. Active links in this column indicate the option for in-depth analysis. If SmartLink is configured the analysis will be done in the Transaction view, otherwise it will be done in the Web Expert view.

■ Application - If an application group is selected in the Applications Structure Overview pane, this column appears, displaying the specific application that the information in that row reflects.

■ Avg. Response Time (Sec) - The average response time for the location, displayed in seconds. Next to the value in seconds, this column displays a color coded breakdown bar. This bar represents the relative average response time of each technology as a percentage of the total. The value per technology represents all AppTiers and instances for that technology. The length of the bar represents the overall average response time.

■ SLA (%) - The SLA compliance rate, indicating the percentage of executions of key transactions for SLA that met the defined SLA thresholds

■ Volume - The total number of executions of key transactions for volume from this location.

■ Availability (%) - The total percent of successful page invocations.

■ Health - The Health status icons ("Good", "At Risk", "Poor" or "No Data") represent the health status of an application or application group. The Health status is first calculated based on the combined percentage of SLA compliance and availability according to a user defined ratio. The Health status icon is then based on user defined thresholds. These ranges are set in the Health tab on the Configuration screen.

How the Configuration screen is structured

The Configuration screen enables you to define what information is displayed on the Business Dashboard screen.

There are three tabs on the Configuration screen:

■   Hierarchy (default)

■   Health

■   Display

Note: Only users with Precise manager permissions will see all three tabs. Users with Precise monitor permissions will only see the Display tab.

From the Hierarchy tab, you can view, add, edit, or delete an application group, single application, or biz. transaction. From the Health tab, you can configure the formula that defines the health levels of applications, application groups, and biz. transactions.

From the Display tab, you can enable/disable the Auto Refresh function and define the information collection settings. The following table describes the functions of the Configuration screen elements.

Table 2-3   Configuration screen elements

Item	Name	Description
Business Dashboard	Business Dashboard	Click to open the Business Dashboard screen.
Node:	Node	The Node field shows you which Precise node is currently displayed. **Note:** The Node field is only displayed when more than one Precise node is installed, and only on Precise applications with the TPM version 8.8 patch installed. **Note:** The Node field will never be displayed in the Health tab as the Health settings are global.
Add Application Group	Add Application Group	In the Hierarchy tab, click this button to add a new application group.
Add Biz Transaction	Add Biz. Transaction	In the Hierarchy tab, click this button to add a new biz. transaction.

To filter the available applications, biz. transactions, users or locations, enter a name into the Filter field and click **Filter**.

About the Hierarchy tab

In the Hierarchy tab you can view and configure the application structure and define which transaction must be represented on the Business Dashboard screen.

In the left pane of the Hierarchy tab there is a tree view of your application structure hierarchy, showing:

■   Application Groups

■   Applications

■ Biz. Transactions.

Table 2-4 Types of icons displayed in the left pane of the Hierarchy tab

Item	Name	Description
	Application Group	Indicates application groups.
	Application	Indicates a single application.
	Biz. Transaction	Indicates a biz. transaction.

For more details about the application structure, see "About the application structure" on page 18.

From this pane, you can select a row and left-click to edit or delete an application group, single application, or biz. transaction.

For an application group, you can choose to:

■ Add an application group

■ Edit

■ Delete

■ Designate and mark an application group to be critical.

See "Scenario # 1 - Adding a new application group" on page 21.

See "Scenario # 2 - Editing an application group" on page 22.

See "Scenario # 3 - Deleting an application group" on page 22.

For a biz. transaction, you can choose to:

■ Add biz. transaction

■ Edit

■ Delete

See "Scenario # 4 - Adding a new biz. transaction" on page 22.

See "Scenario # 5 - Editing biz. transactions" on page 23.

See "Scenario # 6 - Configuring key transactions" on page 23.

About the Health tab

In the Health tab, you can view and configure the health status definitions for the application structure.

The health status icons ("Good", "At Risk", "Poor" or "No Data") represent the health status of an application or application group. The health status is first calculated based on the combined percentage of SLA compliance and availability according to a user defined ratio. The health status icon is then based on user defined thresholds.

See "Scenario # 9 - Customizing the Health status" on page 24.

About the Display tab

In the Display tab, you can define the information collection settings:

■ Enable/disable the Auto Refresh function.
  See "Scenario # 10 - Enabling/Disabling Auto Refresh" on page 25.

Working with Precise Business Dashboard

This section includes the following topics:

- About the application structure
- Configuring your application structure

About the application structure

The Precise Business Dashboard application structure is based on the following hierarchy:

- Application Group - Group of applications.
- Application - Group of biz. transactions.
- Biz. Transaction - Group of technical transactions. Each biz. transaction contains either a page title, page URL or URL
- Technical Transaction - Transactions monitored by Precise. A transaction is either a page title or a page URL.
- Key Transaction for SLA - Transactions configured to be calculated towards the SLA value displayed in Business Dashboard.
- Key Transaction for Volume - Transactions configured to be calculated towards the Volume value displayed in Business Dashboard.

Sample application structure hierarchy

The following diagram illustrates a sample application structure hierarchy.

Figure 3-1   Sample application structure hierarchy
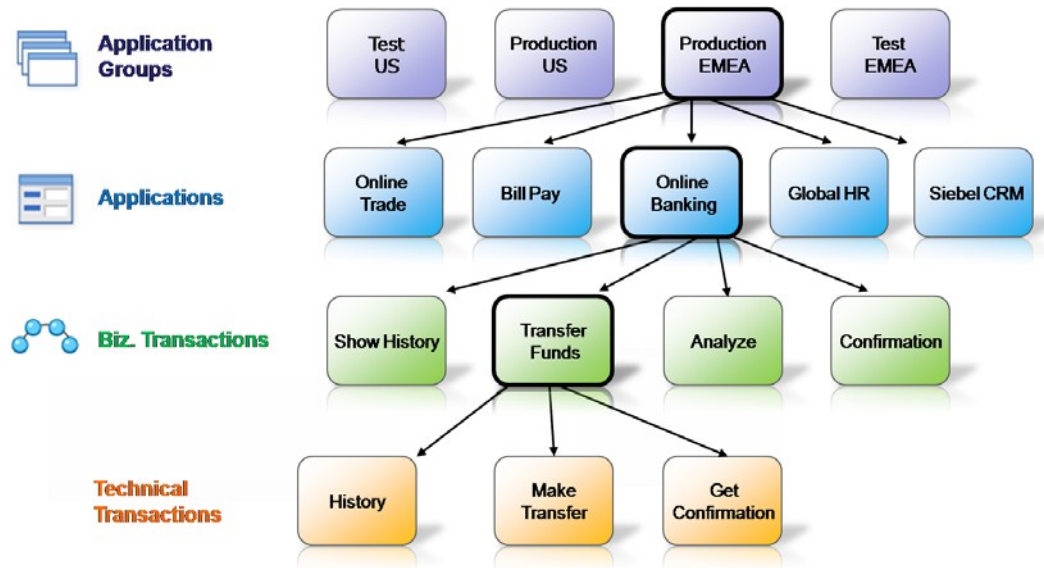
This sample application structure includes four application groups:

■   Test US

■   Production US

■   Production EMEA

■   Test EMEA

Application group "**Production EMEA**" contains the following five applications:

■   Online Trade

■   Bill Pay

■   Online Banking

■   Global HR

■   Siebel CRM

The "**Online Banking**" application contains the following four biz. transactions:

■   Show History

■   Transfer Funds

■   Analyze

■   Confirmation

The "**Transfer Funds**" biz. transaction contains the following three technical transactions.

■   Check Status

■   Make Transfer

■   Get Confirmation

Viewing your application structure in the Business Dashboard screen

The Application Structure Overview pane in Business Dashboard displays the monitored application groups and applications in the Application Structure Overview pane, and the biz. transactions are displayed in the Application

Status pane. Therefore, the sample application structure, shown in "Sample application structure hierarchy" on page 19, is displayed in the Business Dashboard screen as shown in the following figure.

Figure 3-2   Sample application structure in the Business Dashboard screen
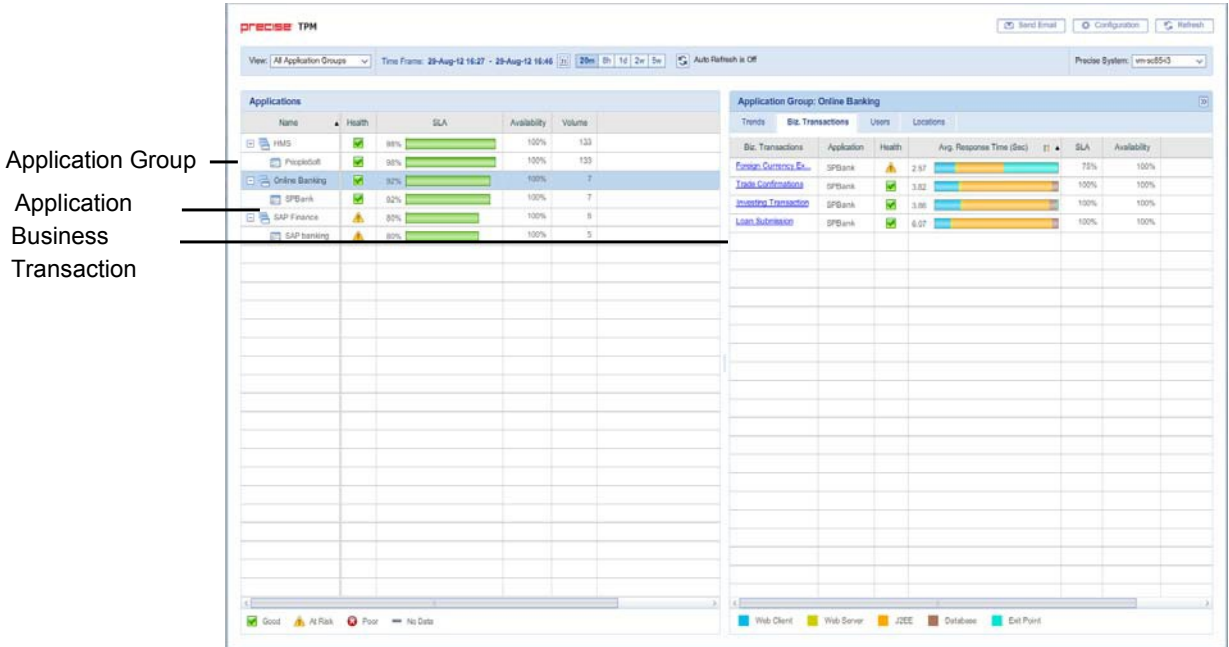
Viewing your application structure in the TPM Configuration screen

The Application Structure Hierarchy pane in the Configuration screen displays the monitored application groups, applications and biz. transactions, and the technical transactions are displayed in the right pane. Therefore, the sample application structure, shown in "Sample application structure hierarchy" on page 19, is displayed in the Configuration screen as shown in the following figure.

Figure 3-3   Sample application structure in the Configuration screen
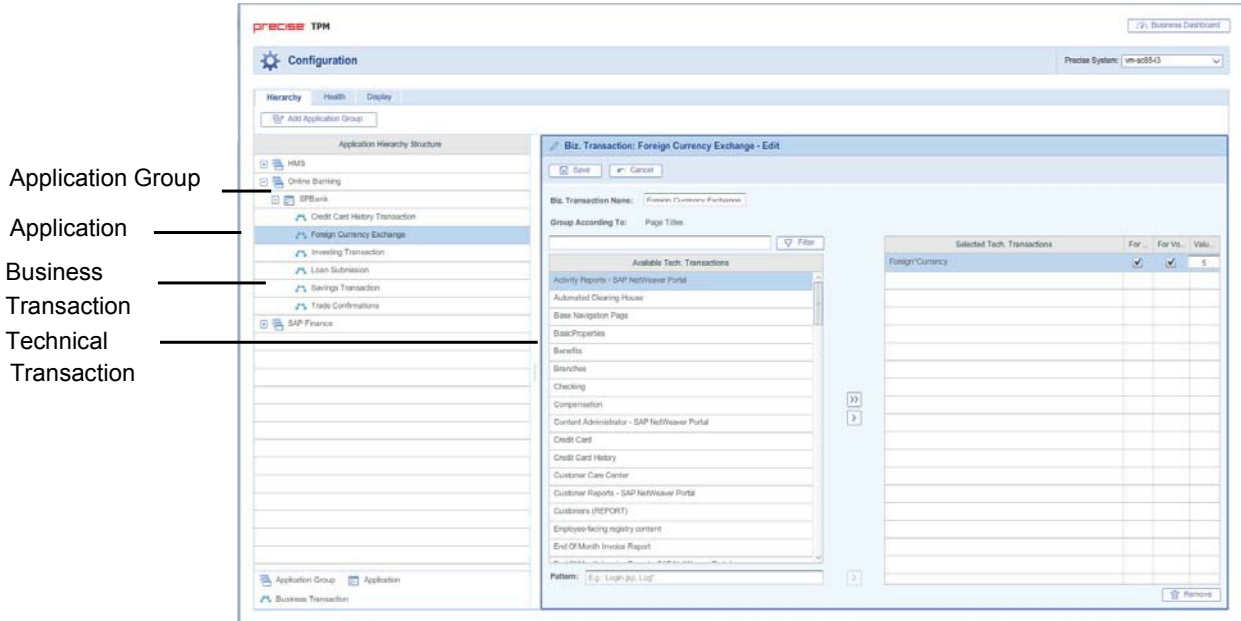
Configuring your application structure

Note: To effectively and efficiently monitor your application, before configuring your application structure see "About the application structure" on page 18.

Configure your Application Structure with the following procedures:

- Scenario # 1 - Adding a new application group

- Scenario # 2 - Editing an application group

- Scenario # 3 - Deleting an application group

- Scenario # 4 - Adding a new biz. transaction

- Scenario # 5 - Editing biz. transactions

- Scenario # 6 - Configuring key transactions

- Scenario # 7- Configuring the transaction Value ($)

- Scenario # 8- Deleting a biz. transaction

- Scenario # 9 - Customizing the Health status

- Scenario # 10 - Enabling/Disabling Auto Refresh

Scenario # 1 - Adding a new application group

In the Hierarchy tab in the Configuration screen, you can create a new application group to be displayed in the Business Dashboard.

To add a new application group

1   From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2   Click **Add Application Group**. The Application Group window opens on the right pane showing available and selected applications.

3   In the Application Group Name field, enter a unique name.

4   In the Description field, enter a text description to identify the application group.

5   If you want this application group to be defined as critical, check mark the Critical box.

6   In the Available Applications list, click a name and click the Add (right arrow) to add it to the Selected Applications list.
    Another option is to select more than one group of names, drag and drop them to the Selected Applications list on the right.

7   To filter and reduce the number of Available Applications displayed in the left list, type a name into the Filter field and click **Filter**.

8   In the Selected Applications list, select a name and click the left arrow to return it to the Available Applications list. Another option is to select more than one group of names, drag and drop them to the Available Applications list on the left.

9   Click **Save** to save the new configuration. The new application group will appear on the left in the Application Hierarchy Structure pane. If the group was marked as critical, it will appear in the View menu under Critical Application Groups.

Scenario # 2 - Editing an application group

In the Hierarchy tab in the Configuration screen, you can edit an application group.

To edit an application group

1   From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2   Select an application group from the left pane. There are two options to enter the Edit mode:

   a   Click the arrow beside the application group name (left pane) and left-click **Edit**. The Application Group window opens on the right pane showing available and selected applications.

   b   Or on the right pane, click **Edit**.

3   In the Application Group Name field, if desired, update the name of the application group.

4   In the Description field, enter a text description (no more than two lines) to identify the application group.

5   If you want this application group to be defined as critical, check mark the Critical box.

6   In the Available Applications list, click a name and click the Add (right arrow) to add it to the Selected Applications list.
     Another option is to select more than one group of names, drag and drop them to the Selected Applications list on the right.

7   To filter and reduce the number of Available Applications displayed in the left list, type a name into the Filter field and click **Filter**.

8   In the Selected Applications list, click a name and click the left arrow to return it to the Available Applications list. Another option is to select more than one group of names, drag and drop them to the Available Applications list on the left.

9   Click **Save** to save the new configuration. The edited application group will now appear on the left in the Application Hierarchy Structure pane. If the group was marked as critical, it will appear in the View menu under Critical Application Groups.

Scenario # 3 - Deleting an application group

In the Hierarchy tab in the Configuration screen, you can delete an application group.

To delete an application group

1   From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2   Select an application group from the left pane.

3   Click the arrow beside the application group name (left pane) and left-click **Delete**.

4   Or on the right pane, click **Delete**.

Scenario # 4 - Adding a new biz. transaction

In the Hierarchy tab in the Configuration screen, you can add new biz. (business) transactions.

To add a new biz. transaction

1   From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2   Select an application from the left pane. The Application window opens on the right pane showing selected biz. transactions.

3   On the right pane, click **Add Business Transaction**. The Biz. Transaction window opens on the right pane showing available and selected biz. transactions.

4 In the Biz. Transaction Name field, enter a unique name.

5 In the Available Transactions list, click a name and click **Add** (right arrow) to add it to a Selected Biz. Transactions list on the right.
Another option is to select more than one transaction, drag and drop them to the Selected Transactions list on the right.

6 To filter and reduce the number of Available Transactions displayed in the left list, type a name into the Filter field and click **Filter**.

7 In the Selected Transactions list, click a name and click **Remove** (left arrow) to return it to Available Transactions list.
Another option is to select more than one group of names, drag and drop them to the Available Transactions list on the right.

8 In the Pattern field, enter a pattern option.

9 Click **Save** to save the configuration settings.

Scenario # 5 - Editing biz. transactions

In the Hierarchy tab in the Configuration screen, you can edit biz. (business) transactions.

To edit biz. transactions

1 From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2 Select a biz. transaction from the left pane. The selected transaction information is displayed on the right pane.

3 Click the arrow beside the biz. transaction name (left pane) and left-click **Edit**. The biz. transaction window opens on the right pane showing available and selected transactions.

4 Or on the right pane, click **Edit**.

5 In the Biz. Transaction Name field, enter a unique name.

6 In the Available Transactions list, click a name and click **Add** (right arrow) to add it to the Selected Transactions list.
Another option is to select more than one group of names, drag and drop them to the Selected Biz. Transactions list on the right.

7 To filter and reduce the number of Available Transactions displayed in the left list, type a name into the Filter field and click **Filter**.

8 In the Selected Biz. Transactions list, click a name and click **Remove** (left arrow) to return it to Available Biz. Transactions list.
Another option is to select more than one group of names, drag and drop them to the Available Biz. Transactions list on the left.

9 Click **Save** to save the configuration settings.

Scenario # 6 - Configuring key transactions

In the Hierarchy tab in the Configuration screen, you can define which transactions will be key transactions for SLA and/or Volume, calculated towards the SLA and /or Volume values displayed in Business Dashboard.

To configure which metrics a transaction will be calculated for

1 From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2 Select a biz. transaction from the left pane. The selected transaction information is displayed on the right pane.

3 Click the arrow beside the biz. transaction name (left pane) and left-click **Edit**. The Biz. Transaction window opens on the right pane showing available and selected transactions.

4 Or on the right pane, click **Edit**.

5 In the Selected Tech. Transactions list, for each selected technical transaction, check mark the "For SLA" and "For Volume" boxes, according to the metrics you want the selected technical transaction to be calculated for.

6 In the Selected Tech. Transactions list, enter the dollar value threshold the technical transaction must meet to be calculated in the Value ($) field displayed in Business Dashboard.

7 Click **Save** to save the configuration settings.

Scenario # 7- Configuring the transaction Value ($)

In the Hierarchy tab in the Configuration screen, you can define the Value ($) for a single execution of a transaction.

To configure which metrics a transaction will be calculated for

1 From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2 Select a biz. transaction from the left pane. The selected transaction information is displayed on the right pane.

3 Click the arrow beside the biz. transaction name (left pane) and left-click **Edit**. The Biz. Transaction window opens on the right pane showing available and selected transactions.

4 In the Selected Tech. Transactions list, enter the dollar value for a single execution of the transaction.

5 Click **Save** to save the configuration settings.

Scenario # 8- Deleting a biz. transaction

In the Hierarchy tab in the Configuration screen, you can delete a biz. (business) transaction.

To delete a biz. transaction

1 From the Business Dashboard screen, click **Configuration** to open the Configuration screen and the Hierarchy tab (default).

2 Select a biz. transaction from the left pane.

3 Click the arrow beside the biz. transaction name (left pane) and left-click **Delete**, or click the **Delete** button.

Scenario # 9 - Customizing the Health status

In the Health tab in the Configuration screen, you can customize the criteria used to calculate the Health status for an application group(s) via the Configuration screen Health tab.

To customize the criteria used to calculate the Health status

1 On the Configuration screen, click the Health tab. The Configuration screen Health view opens.

2 Under Health Indicators, click into one of the boxes and enter a whole number value for either of the health indicators (SLA [%] or Availability [%]). (The whole number will become the percent value for SLA and Availability).

Note: When changing a value for either of the two indicators, the other automatically changes accordingly to total a combined sum of 100% for the two indicators.

---

3 Under Health Thresholds, you have two options to designate Application Health:

- Click and drag each arrow (up or down) from the bar graph to designate its Health (Good, At Risk, Poor). To click and drag, continue with Step 4 in this procedure.

- Type a whole number value for each (Good, At Risk, Poor). To type in a whole number for each, see the procedure "To designate Application Heath Poor, At Risk, and Good values" below.

4   Click and drag the graph arrow (upper or lower arrows) up or down to determine the whole number percent value for each Application Health range (Good, At Risk, Poor).

5   Under Application Group Health, click a circle to set the desired Application Group Health. The two options are:

- Application Group health is that of the worst application in the application group.
- Calculate Application Group health using the percentile distribution.

6   Click **Save** to save the Health configuration settings.

You can manually type in the Application Health value for Good, At Risk, and Poor.

To designate Application Health Poor, At Risk, and Good values

1   Under Application Health, you can first click and type in a whole number value for the Good value. This will define the percentage range for Good.

2   Click the At Risk Health box and type in a whole number value. This will define the percentage value for At Risk.

3   Continue with Step 5 in the procedure "To customize Health status" above.

Scenario # 10 - Enabling/Disabling Auto Refresh

Using the Business Dashboard or Configuration screen, you can both manually refresh the information displayed on the Business Dashboard screen and configure Business Dashboard to automatically refresh the information every five minutes.

To manually refresh the Business Dashboard screen for the selected time frame

- Click **Refresh** on the Business Dashboard toolbar.

To configure Business Dashboard to automatically refresh the information for the selected time frame every five minutes

- On the Business Dashboard toolbar, click **Auto Refresh is Off**. The icon will then say **Auto Refresh is On**. OR
- In the Display tab in the Configuration screen, check mark the "Auto Refresh" box.

abandonment rate	In Web, a counter that keeps track of the percentage of users that abandon the loading of the Web page before it completes downloading.
action	An operation that Alerts FocalPoint automatically performs when detecting a warning or critical status for a specific metric. According to the defined action, Alerts FocalPoint opens a message box, sends an email or SNMP trap, or executes a program.
action item (manual)	Some installation steps cannot be executed automatically by Precise Installer. The administrator is required to execute them manually. Action Items are presented (when necessary) at end of installation or product update.
AdminPoint	The central administration console of Precise that facilitates the maintenance, configuration, and management of all installed Precise components, such as monitoring the status of all Precise agents and PMDB processes, getting license information, starting and stopping the agents, getting log data on agents and events, changing PMDB settings, and installing patches. See also PMDB. See also agent.
advice	In Oracle, an algorithm that is designed to recommend on gathering statistics, creating new indexes, change existing indexes, and add or delete hints to make Oracle's Optimizer choose a better access path and make the statement perform better. Can be activated from any DML (Data Manipulation Language) statement.
agent	A program that runs on a server machine to collect, process, or communicate performance information. The Precise installation consists of multiple agents.
alert	The state of an Alerts metric that has reached a near-critical or critical status. An alert is issued by Alerts, triggering an action and informing of a problem that has occurred or is likely to occur within the area sampled by the specific metric. See also action.
Alerts	These product provide alerts to problematic conditions before they turn into performance problems, based on predefined metrics and thresholds. Alerts can automatically perform an action, such as displaying a pop-up message, sending an email message or SNMP trap, or running a program.
Alerts FocalPoint	An agent that receives data from the InformPoint agents, stores it, and performs any action that has been user-defined for that specific alert, such as displaying a pop-up message, sending an email message or SNMP trap, or running a program. See also InformPoint.
alert type	In Alerts, the status of all metrics belonging to a metric group or a monitored instance, indicating the current performance level through colors. See also alert. See also metric.
Application	The highest Precise logical group. It may contain multiple AppTiers of various technologies that serve an application together. For example, a Payroll Production application may contain all Web servers, application servers, transaction managers, databases, and servers that serve this application. Alternatively, it may contain any set of instances that form together an administrative group. Since Precise version 8.5, an instance can belong to more than one application. Let's say a single Oracle database serves two different applications plus the DBA wants to associate this database with a group of other databases under his responsibility regardless of served applications. In this case the Oracle database will be associated to three different Precise applications. See also AppTier. See also instance.
application server metric	In J2EE, a metrics that is provided by the application server or by customer code. This can include metrics published by the Java Management Extension (JMX) APIs or vendor-specific APIs, such as IBM's Performance Management Interface (PMI).

AppTier	The abbreviation for an application tier in a Precise application. An AppTier contains one or more instances of the same technology and purpose. Application tiers do not necessarily correspond to distinct physical servers: in many cases, the tiers are logical, with one server running multiple AppTiers or one AppTier spans a cluster of servers. A Precise application may contain multiple AppTiers on the same technology. For example, you may group J2EE instances (JVMs) into a J2EE Presentation AppTier and a J2EE Business Logic AppTier. Segmenting application service time into the contribution of individual application tiers is helpful in identifying the source of performance problems. Analyzing the performance and behavior of each tier separately is crucial for isolating the root causes of performance problems.
cabinet	In Oracle, SQL Server, DB2, and Sybase, the highest logical level in the SQL workspace hierarchy. A cabinet contains folders and, within folders, statements.
call path	A subset of a stack trace including only those methods that have been instrumented.
client cache	In Web, a counter that keeps track of the percentage of requests taken from the client cache (http status 304).
client-side collection	See Web client browser-side.
cluster	A group of servers or instances that are configured to be treated as a single entity. In Oracle, all Oracle instances of the same Oracle database (RAC configuration) are treated as a cluster and presented in the Precise for Oracle UI as a Database. In J2EE, a group of JVMs that serve the same application can be defined as Cluster (even if they are not defined as a cluster in the application server configuration). All JVMs of the same cluster share the same configuration.
collapsed access plan	In SQL Server and Sybase, the access plan of a unique group of statements or batches that belong to the same collapsed statement or batch but have different access plans. This can differ due to the constants in the text of the original (not collapsed) statements.
	See also explained statement.
	See also collapsed statement.
collapsed statement	In Oracle, SQL Server, Sybase, and DB2, a statement whose constants are replaced with parameters. Each collapsed statement can have several access plans, according to the occurrences of its statements.
	See also collapsed access plan.
Collector	The program that runs on the monitored server to collect performance information.
	Some technologies allow a single Collector (agent) to serve multiple instances running on the same server. Other technologies require a dedicated Collector per monitored instance.
	In most cases, it must be installed on the monitored server. Collectors for SAP, SQL Server, and Sybase may reside on a remote server.
	See also agent.
collector slice size	In J2EE, the smallest unit of data presentation and storage. It can be configured as 30 seconds or five minutes. If SmartLink is configured, relevant Web and Microsoft .NET Collectors will report to SmartLink using the same collector slice size. Regardless of the defined collector slice size, the most granular slice size presented on both the Precise for Web UI and the Precise for Microsoft .NET UI will be 15 minute intervals.
completion rate	In Web, a counter that keeps track of the percentage of users that completed the loading of a Web page.
count	The number of occurrences observed during a measurement interval.
CPU time	The average amount of time consumed by the operating system actively processing instructions on behalf of a running activity.
critical status	In Alerts, the status represented by a red bullet indicating that the value of the sampled metric has exceeded the near-critical and critical threshold values.
	See also metric.
Cross-AppTiers	In Insight, Report Manager, and Alerts, a perspective that provides high-level information about the performance of all AppTiers in an application, including operating system data. It provides a holistic view of the entire application and helps understand how the AppTiers interact.
	See also AppTier.
current data	In SmartLink, the end-to-end activity, detected by Precise over the last five minutes, including activities that are still in progress. In all databases products, a workspace that presents Current Sessions and the SQL statements that were executed including statements that are still in progress.

custom	Represents invocations of a type not specifically defined.
	See also work time.
customized metric	In Alerts, a user-defined metric that measures site-specific parameters.
drilldown	Within Precise products and Insight SmartLink, the filtering of analyzed data by clicking a specific entity. Then, additional information about the selected entity is presented, plus a breakdown of its activity by another entity. For example, drilldown on a transaction and get an overtime graph of the selected transaction, plus a list of top users that executed the selected transaction.
entry point	Usually a top-level HTTP or EJB request. An entry point can originate when a user clicks in a browser or an E-commerce server invokes a remote EJB. J2EE makes a distinction between service request invocations and other invocations. The first HTTP or EJB invocation within a call path is designated as an entry point.
ERP Extension	In Oracle, DB2, and SQL Server, an extension to the Collector that provides detailed information on the activities and resource consumption of packaged application components. It correlates the database information, and the packaged application information and lets you see users, transactions, reports, and other elements of ERP applications, such as Oracle Applications, SAP, PeopleSoft, and Siebel.
event	In Alerts, the occurrence of a sampling or progress. A sampling occurrence occurs every time a metric samples. A progress occurrence occurs when a metric's progress status is changed or when the investigated status reaches the end of the given investigation time. In AdminPoint, all occurrences reported by Precise agents, including informational events, warnings, and errors related to one of the agents. All events are shown in the Events view.
	See also metric.
	See also progress.
executions	In Oracle, SQL Server, DB2, and Sybase, the number of times a SQL statement was executed during the selected time frame. In SmartLink and SAP, the number of times a transaction was executed during the selected time frame.
explained statement	In Oracle, SQL Server, DB2, and Sybase, a statement whose access path (chosen by the RDBMS Optimizer) is clarified and translated into a visual display. Explained results include information on the objects referenced by the statement and the operations performed on these objects.
extended collection	In Oracle, a function that proactively specifies a future period during which Oracle activity data is collected and organized for subsequent analysis. Extended collections are an easy means to view collected information, assess application resource consumption, and identify bottlenecks that are inhibiting application performance and end-user productivity.
Federated Precise	Federated Precise is a version of Precise (starting with version 8.5) that can manage multiple Precise installations within unified StartPoint and AdminPoint screens, displaying and managing all applications, instances, and installations.
findings	A ranked list of top performance problems in the selected context. They are presented in Oracle, SQL Server, .NET, and J2EE. Each finding provides: a short explanation of the problem, detailed background information, and most important: one or more links to further investigate the problem and possibly get more granular findings on the selected context.
first byte time	In Web, a counter that keeps track of the time that it takes from the moment a new Web page is called until the first byte arrives back from the Web server.
FocalPoint	An agent that communicates with the Listeners installed on the monitored servers, receives data from the Collectors, periodically processes and stores this data in the PMDB, and serves UI requests.
folder	In SQL Server, Oracle, DB2, and Sybase, the intermediate logical level in the SQL workspace hierarchy. Folders are grouped into cabinets and contain SQL statements.
	See also cabinet.
Framework Installer	The application that facilitates the installation of Precise framework components. It can be invoked from the installation DVD to install a new Precise deployment. It can also be invoked from an existing Precise deployment to install an additional framework node and attach it to the originating Precise deployment.
	See also Framework node.
Framework node	A set of FocalPoint agents that are installed together and manages a set of monitored instances. The performance data of these instances will be loaded into a dedicated PMDB. A single Precise deployment may contain multiple framework nodes (using a separate PMDB for each node). An application cannot span over multiple framework nodes.

garbage collection	An automatic process in the Java runtime application that periodically reclaims memory used by objects that are no longer referenced. The process can impact an application's performance while memory is being reclaimed. Java programmers may initiate garbage collection explicitly.
grouper	In Web, the identifier that is used to group other identifiers, such as sites or URLs.
hint	In Oracle, an instruction directed at the Oracle Optimizer that includes considerations for an execution plan. The Oracle Optimizer will build an execution plan based on the hint, ignoring its own set of considerations.
hour group	A unit that reflects the type and level of activity within the system at different times. By defining the times of the day that are peak and off-peak, or day and night, the performance analysis can be focused on those particular times of the day. If, for example, most performance problems occur within nighttime and weekend batches, it can be useful to focus only on them.
InformPoint	In Alerts, an agent that retrieves performance data from all installed Precise products, analyzes it, and sends an alert to the Alerts FocalPoint when the predefined thresholds are exceeded. See also agent.
Insight	The Precise product family that facilitates the process of monitoring and correlating system performance. It consists of Insight. See also Report Manager. See also FocalPoint.
Insight FocalPoint	An agent that receives performance information from Insight Savvies, which monitor the application. Insight FocalPoint then correlates, processes, and stores this information in a centralized location. The Insight performance history is stored in the PMDB. See also Savvy. See also PMDB.
instance	A monitored object of a specific technology. The following list specifies what constitutes an instance for the various supported technologies: J2EE - a Java Virtual Machine (JVM - a logical name set by the user), Microsoft .NET - a Common Language Runtime (CLR - a logical name set by the user), Oracle Applications - an Oracle Applications Form server, Oracle - an Oracle instance, SAP - a SAP system, SQL Server - an SQL instance, Sybase - a Sybase instance, Tuxedo - a Tuxedo domain, Web - a Web server, WebSphere MQ - an IBM WebSphere Queue Manager, DB2 - a DB2 non-partitioned database or a DB2 database partition. During installation, the instance is associated with one AppTier and application. An Instance can be moved to a different application or associated with multiple applications without re-installation nor losing historical data. See also Application.
instance statistics	See performance counter.
instance/database changes	In SQL Server and Oracle, the part of the Collect Schema Changes process that captures instance definition changes and database option changes and saves them in the PMDB.
instrumentation	The process of inserting fault-tolerant recording hooks in Java byte code, .NET MSIL, HTML pages, or other monitored components, resulting in the capture of performance metrics. In J2EE, a mechanism that enables collecting performance information when an application is executed. The process involves inserting special fault-tolerant recording hooks into application class objects. In WEB, the insertion of recording hooks into HTML pages can either be in memory (Dynamic Instrumentation) or file-based (Static Instrumentation).
instrumentation context	See invocation context.
internal invocation	The process of invoking a request from an HTTP request (Servlet or JSP) or an EJB. J2EE displays an internal invocation like any other invocation.
invocation	An execution of a J2EE entity (a Servlet, EJB, SQL Statement, method, and so on). When mentioned in plural (Invocations), means the amount of times that the entity was executed.
invocation context	The context within which a method is invoked. For example, if Method A is invoked both from Method B and from Method C, there will be two different invocation contexts for the performance metrics collected for Method A, one for when it is invoked from Method B and one for when it is invoked from Method C. See also call path and instrumentation context.
JRE (Java Runtime Environment)	As the runtime part of the Java software, the combination of the components that enable the execution of a Java program: a Java virtual machine, the core class libraries, and the files that form the Java platform.

JSP (Java Server Page)	An HTML page with special tags for Java scripting. An application server processes the tags and generates a Servlet.
JVM (Java Virtual Machine)	An instance of a JRE that executes Java programs. A server-side Java application server is itself a Java program that runs inside a JVM. Servlets, JSPs and EJBs are Java programs (applications) that run within the application server's JVM. J2EE monitors the JVM running the application server and the server-side Java applications within the application server.
JVM Heap Memory	The amount of real computer memory that is allocated to the JVM for executing Java programs.
key metric	In Alerts, a parameter that monitors a very important performance aspect. The status of the Oracle instance (up/down), for example, is crucial for system performance. If the instance is down, this is the first problem that needs to be solved. Marking a metric as key metric ensures that a critical alert raised for this metric receives top priority by the person that is responsible to handle alerts at any time. It can also help determine which alert to handle first in case of multiple alerts. In Alerts, key metrics are always displayed at the top of a metric table when it is sorted by alerts so that they get immediate attention.
Listener	The agent that facilitates the communication between the various Precise agents across different servers must be installed on every server where Collectors or FocalPoint agents are installed. The Listener allows communication with all other agents installed on the monitored server, while only the Precise Listener port is known by other servers.
login name	In SQL Server and Sybase, the session identifier that represents the credential used to connect to the database. When an ERP extension is installed, the user name of the packaged application's client overrides the login name. For example, when SAP extension is installed, the SAP user name overrides the login name.
machine	A session identifier. A machine as sampled, for example, by the SQL Server Collector is the identification of the machine where the client process executes. Machine is also sampled by Oracle, DB2 and Sybase. In Insight terminology Machine is called Client machine.
Main framework node	A main framework node is the single point for login and also serves as the Precise FocalPoint for the entire deployment.
major collection count	Number of estimated major garbage collection events that occurred during the last J2EE collector slice. A major garbage collection can stop the application while JVM heap memory is being reclaimed. See also garbage collection.
major garbage collection time	Percentage of time spent by the JVM executing major garbage collection events during the displayed interval. See also garbage collection.
MBean	A Java object that represents a manageable resource. In J2EE, MBeans, or Managed Beans, are used for application server metrics.
memory logger interval	The interval at which the J2EE Collector gathers JVM heap memory data. All snapshots of the memory logger's data collected according to the memory logger interval are summarized with counters in the current aggregation interval. The memory logger interval's time span is typically a small fraction of the aggregation interval.
metric	In Alerts, a query that helps measure performance in the application. Three types of metrics are available: System metrics relate to the internal resources, operations, and objects of the monitored infrastructure; application metrics reflect the way the applications perform; user-defined metrics can be customized to specifically relate to a site. When a metric's value exceeds one of the defined thresholds, its status changes to near-critical (yellow bullet) or critical (red bullet). See also key metric.
metric set	In Alerts, a unit that groups metrics that measure related performance aspects. The following metric sets exist: Status: includes metrics that alert to functional problems related to the instance. Performance: includes metrics that alert to performance problems related to the instance. Load: includes metrics that alert to instance-related load problems that may later cause errors or crashes. Service: includes metrics that alert to instance-related SLA breaches. The metrics in this set are sampled by Insight. Performance Trending: includes metrics that alert to potential future performance problems. The metrics in this set are sampled by Report Manager.

Load Trending: includes metrics that alert to potential future load problems. The metrics in this set are sampled by Report Manager.

Customized: includes user-defined metrics.

Precise Status: includes metrics that alert to the near-critical or critical status of the installed Precise application.

module
A session identifier. In Oracle it contains the value of MODULE column in V$SESSION table. In DB2 it contains the command name of non-SQL statements or the package name for SQL statements.

near-critical status
In Alerts, a status indicating that the value of the sampled metric has exceeded the defined near-critical threshold. A near-critical status is indicated by a yellow bullet.

network time
In Web, a counter that keeps track of the time spent on network activity from the server side perspective. This includes the time to read the request from the network and the network time to send the response back to the client.

node
See Framework node.

Note: when creating a new installation from DVD, it would be called "Framework." In the UI screens (columns in tables, choosing a system for a new application etc), we would call them "Nodes." For example: choose a node for the new application.

When adding a new system within AdminPoint, it would be called a "Framework node".

packaged application
An application that is created and/or maintained by a third party and is not custom-built to one's specific needs. The following packaged applications have special treatment by Precise: SAP, Oracle Applications, PeopleSoft, and Siebel. They are harder to modify because the application code is either not available or hard to understand.

See also ERP Extension.

page size
In Web, a counter that keeps track of the amount of data loaded from the server to display the page.

page views
In Web, a counter that keeps track of the number of Web pages viewed at a specific Web site during a selected time period.

parent metric
In Alerts, a joining of several child metrics. Each time a parent metric samples, it gathers data from a set of child metrics and presents it as a single metric query. The individual child metric values are displayed on the Thresholds tab of the Properties dialog box in Alerts.

See also submetric.

performance counter
In SQL Server, a Windows performance counter as reported by the operating system. In Oracle, an instance level statistic as gathered from some Oracle V$ views. In Sybase, a sysmonitors counter collected by Sybase. In Web, an operating system or a Web server performance counter.

PMDB
The Precise data warehouse of performance and availability data. It can be hosted on an Oracle or SQL Server database.

portal server
An application server for Web-based applications that commonly provide personalization, single sign-on, and content aggregation from different sources and that host the presentation layer of Information Systems. Aggregation is the action of integrating content from different sources within a Web page. A portal may have sophisticated personalization features to provide customized content to users. Portal pages may have a different set of portlets creating content for different users.

portlet
A Java-based Web component, managed by a portlet container, that processes requests and generates dynamic content. Portlets are used by portals as pluggable user interface components that provide a presentation layer to Information Systems.

Precise deployment
An independent Precise system. It contains and manages various agent types and provides centralized monitoring and administration. A Precise deployment may contain multiple framework nodes. One of them is defined as the main framework node and it manages all other nodes of the Precise deployment.

Precise FocalPoint
See Precise FocalPoint agent.

Precise FocalPoint agent
An agent that manages all agents in a single Precise deployment. Additional product FocalPoint agents manage specific technologies and resources.

Precise Proxy agent
When multiple Framework Nodes are managed by a single Precise deployment, the Precise FocalPoint agent manages all of the agents of the main Framework node, while every other framework node has a Precise Proxy agent to manage all its agents.

Precise_root
This is the term used in a path for the Precise installation directory. The terms *<i3_root>* or i3 root can appear in text too.

program	A session identifier in Oracle, DB2, SQL Server, Sybase, Insight, and Alerts. A program as sampled, for example, by the SQL Server Collector, is the name of the executable that connects to the database. Applications that do not set the application name have N/A as program. When a SAP extension is installed, the SAP transaction overrides the program, and it may change during the application's lifetime. When a Siebel extension is installed, the Siebel views override the program, and it may change during the application's lifetime. In Insight, program is the name of an executable as recognized by the operating system. If an executable is invoked from a script (a batch or a shell), the script is displayed as the command entity. In Alerts, program is part of the customized metrics definition and is the name of the executable or stored procedure executed in the database that runs when the metric is sampled. In action definitions, program is the name of the executable that will run if the metric exceeds its threshold.
progress	In Alerts, the management state of a metric for which an alert has been raised. The following statuses exist:
	Open: An alert is raised.
	Investigated: The alert is taken care of.
	Closed: The problem has been solved.
Proxy FocalPoint	See Precise Proxy agent
recommended index	In SQL Server, a function that uses the Microsoft Index Tuning Wizard to recommend on adding indexes or statistics for a selected statement, batch, or table. Based on the results of this function, the Optimizer will choose a better access plan and make the respective statement or batch perform better. For statements and batches, recommendations are based on the content of the statement or batch. For tables, recommendations are based on all the statements that are stored in the PMDB, are executed during the selected time period, and have an average duration time greater than the value defined in the registry (where 0 is the default).
	See also advice.
related SQL	In Oracle, a generated statement that uses alternative syntax to access the database in different ways and returns the same output as the original statement.
relative frequency	Number of contributor invocations per entry point. For example, if a service request calls three methods each time it is invoked, the Relative Frequency for the method is three invocations per service request execution. Similarly, if a service request calls one method every other time it is invoked (half of the time), the Relative Frequency for the method is 0.5 invocations per service request execution.
rendering time	In Web, a counter that keeps track of the time that it takes for a Web page to be loaded from the moment the first byte arrives until the Web page is fully loaded or the user interrupts or abandons the loading process.
report	A collection of queries, programming code, and layout settings that Report Manager executes to generate graphical results like tables and charts.
Report Manager	Uses historical information to identify problematic conditions, track long-term performance, volume trends and patterns, view availability problems over long periods of time and on different levels, compare the performance of similar systems, correlate between performance metrics of different products, assist in capacity planning, and generate demand-driven, user-defined reports.
Report Manager FocalPoint	An agent that examines the PMDB tables to produce scheduled performance reports.
	See also PMDB.
report parameter	In Report Manager, a keyword used in a report. Its value is set during the report execution. A parameter's value can be updated either permanently or for the current execution only.
report property	In Report Manager, the attributes that define a specific report, consisting of report parameters and scheduling information.
	See also report parameter.
request	In Web, a counter that keeps track of the number of HTTP requests sent for a viewed entity. **request**
error	In Web, a counter that keeps track of the percentage of requests completed with an HTTP error.
sampling	In Alerts, the process during which a metric queries a Precise product for a specific instance, retrieves values, and calculates the metric's alert level.
sampling base	In Alerts, the start time of a scheduled sampling process (by default Sunday, 00:00 AM).
sampling period	In specific Alerts metrics, the time frame during which statistical data is returned from other Precise products. Such a metric is for example Oracle's General Behavior metric, which returns database behavior for a certain period of time.

sampling rate	In Alerts, the frequency of a metric's regular sampling schedule. The sampling rate is measured in minutes.
Savvy	An Insight agent that collects AppTier-specific performance data.
scalability	A system's ability to withstand load. For example, positive scalability means that the system continues to function properly even when it is called upon to service a larger number of users.
schema changes	In Oracle and SQL Server, a process that captures schema changes and saves them in the PMDB. In SQL Server, instance configuration parameters and database option changes are also captured.
Script Installer	A component of Precise Agent Installer that enables adding a small JavaScript script, also known as a Web browser-side agent, to the Web pages of your Web site.
server	Also called a host machine or server machine. The combination of a computer and associated operating system software that is accessed by multiple clients to perform requested functions and typically returns results to the clients.
server-side collection	In Web, the collecting of performance data from the Web server instance through the Web server agent.
service + network time	In Web, a counter that keeps track of the service and network time, including the total amount of time the request took to reach the server.
Service Level Agreement	See SLA (Service Level Agreement).
service time	In Web and SmartLink, the time elapsed from when a request is received by the server to the time a response is sent back to the computer that made that request. The service time is measured on the server side. In J2EE, the time it takes an invocation to complete execution. In other words, service time is the average length of time between the start time and end time of a Java method execution. For example, the SQL service time is the time it takes the JDBC method executing the SQL statement to be completed. The service time includes CPU and wait time. The service times are reported in the interval in which they complete execution. Though a contributor's average service time may be very small, the contributor may be called many times. As a result, a contributor's overall contribution to performance may be large even though its average service time is low.
servlet	A class that is loaded only once and for which the application server uses multithreading to process requests. The servlet generates an HTML page that is sent back to the Web browser.
size	In Web, a counter that keeps track of the bytes sent and received.
SLA (Service Level Agreement)	A formal definition of an information system's performance goals. Within Precise, an SLA consists of clauses corresponding to various system activities. Once a system's SLA is defined, its SLA compliance can be analyzed, and breaches can be isolated to identify their causes.
SmartLink	In Insight, a component that provides transactive, correlated information across AppTiers from the user's perspective. Insight SmartLink functions in PeopleSoft and Web applications applications.
SmarTune	In Oracle, SQL Server, and .NET, an algorithm that analyzes performance metrics, identifies and ranks potential problem areas, and provides advice for correcting the problems.
socket	An I/O abstraction layer that enables processes to communicate with each other, regardless of whether they are on the same server. Sockets are bi-directional FIFO pipes that look like regular file I/O to the developer with the abstraction layer handling all of the low-level communication details.
StartPoint	The opening page of Precise. It provides a quick overview of the application status and links to launch any of the Precise products.
Statistics workspace	In Oracle, DB2, SQL Server, Sybase, J2EE, and Web this workspace presents instance level statistics such as hit ratios, utilization, JMX metrics, logging, and more.
submetric	Also called child metric. In Alerts, the subquery of a parent metric. A child metric gathers its own data and combines it with the data gathered by other child metrics to form the result of the parent metric. Each child metric has its own thresholds and may be enabled or disabled individually. See also parent metric.
summary table	A container that stores the information collected by the Precise agents and loads it into the PMDB. Summary tables store the same data at different levels of granularity: time slice, hourly, daily, weekly, and monthly. By storing data in multiple summary tables, Precise can present a detailed view and progressively higher-level views of the same data. Summary tables are particularly useful for data aging. A data purging policy can be implemented for each summary table so that detailed data is retained for short-term historical analyses while more summarized data is used for long-term analyses and trending.

technology	A technology identifies the monitored object. For example, Oracle, SQL Server, Sybase, and DB2 are different technologies, while all Web servers (such as: Apache, IIS, and WebSphere) are defined as a single Web technology. A single monitored object can be monitored by two different technology's Collectors. For example, WebLogic server can be monitored by both a Web Collector and a J2EE Collector.
throughput	The number of average completions per second that are observed during an interval.
time slice	A unit used to break up long sessions into smaller time periods. The length of a time slice is preset and cannot be changed. It represents the maximum time that passes before the data collected can be displayed. For example, if the length of a time slice is 15 minutes, the collection is only updated at 15-minute intervals.
	The length of a time slice is different for each technology: In Oracle, SQL Server, Sybase, DB2, Web, .NET, MQ, Tuxedo, Network, and OS, a time slice is 15 minutes. In J2EE and SmartLink, a time slice is either 30 seconds or 5 minutes. In Precise for SAP, a time slice is 5 minutes.
	See also collector slice size.
URI (Uniform Resource Identifier)	The relative path to a resource after the location (network node) is found.
URL mapping	In Web, a function that defines rules that map URLs (Uniform Resource Locators) with dynamic parameters originating from a specific domain to a format that identifies the Web pages and prevents them from having different URLs.
Web client browser-side	In Web, the gathering of performance data from the browser running on the desktop of the Web application's user, through the static or dynamic instrumentation of Web pages.
Web server	A program that receives client requests for Web pages, retrieves the static pages and/or issues a request for dynamic page creation to an application server, and sends the pages to the client. In Web, a computer that delivers (serves up) Web pages. Every Web server has an IP address and possibly a domain name.
work time	The time spent in the specific entity excluding time spent by called (other) entities. In J2EE, work time of a method is calculated as the service time of that method minus the service time of the methods it invoked.
work type	In Web, a counter that keeps track of the type of the Web instance, such as Web, PeopleSoft, SAP, or Siebel.
workspace	A display unit in Precise products. All workspaces display data from different perspectives. For example, in Oracle, SQL Server, and Sybase, the Current workspace shows information on the sessions currently active in an application, and the Objects workspace displays information on Oracle or SQL Server database objects that can be used to understand relationships and associations between database schema objects.